

Alberta Real Estate Association POSITION PROFILE

Position Title:	Member Services Coordinator	Start Date:	May 2024
Reports to:	CEO, AREA Services Corp.		
	<p>AREA OVERVIEW</p> <p>The Alberta Real Estate Association (AREA) is the provincial professional organization that represents the interests of 10 regional real estate boards/associations and more than 13,500 REALTORS® province-wide.</p> <p>Based in Calgary, the association’s mission is to provide strategic leadership through AREA’s member-centric advocacy, professional development and provincial services to advance the Alberta real estate profession and our members’ success.</p>		
	<p>KEY COMPONENTS AND RESPONSIBILITIES OF THE POSITION</p> <p>1. Scope:</p> <ul style="list-style-type: none"> • Reporting to the Managing Director, the Member Services Coordinator is responsible for services and supporting member programs and/or services that AREA Services Corp. develops in house or in conjunction with external providers (AREA Services Corp. is a wholly owned subsidiary of AREA). • The Member Services Coordinator will work with a wide range of individuals, including AREA and AREA Services Corp. staff, members, and other stakeholders to coordinate and deliver effective member experiences that help support AREA members. • AREA reserves the right to revise the responsibilities outlined below as required. 		
	<p>2. Key Responsibilities:</p> <ul style="list-style-type: none"> • Process and track all commission advance requests; act as primary contact for all commission advance client inquires. • Tracks commission advance re-payments, liaise with Finance department as needed. • Liaise with commission advance sales coordinator and Director as needed. • Perform various administrative tasks including maintaining documentation, processing and verifying paperwork, ensuring financial transactions are compliant and completed, etc. • Act as the first point of contact for all walk-in, phone, and online members; answer questions or provide additional resources as needed for member service programs • Manages the flow of information, handles incoming correspondence; responds independently or refers to the appropriate staff member for support • Promote and offer information and resources to members on other member services • Prepare and format information for internal and external distribution, including: letters, reports, and presentations as requested • Provide clerical support and maintain records, including tracking and transmission of member services, data tracking and reporting • Supports the team by acting as an information and member resource, as required, and by identifying and acting upon/resolving problems that interfere with effective delivery of services • When new services are being considered, works collaboratively other staff, as required, to ensure the processes are in place that will enable the team to deliver services 		
	<p>3. Relationships:</p> <ul style="list-style-type: none"> • The Member Services Coordinator must establish and foster relationships with: 		

	<ul style="list-style-type: none"> ▪ AREA Members ▪ Commission Advance Program clients ▪ AREA team ▪ External stakeholders
	<p>4. Competencies:</p> <p><u>Required Knowledge and Skills</u></p> <ul style="list-style-type: none"> • Demonstrated thoroughness, accuracy and attention to detail • Highly organized: able to effectively manage a project comprised of multiple, parallel tasks, through to timely completion • Team player, contributes to creating and maintaining a collaborative, motivated, positive, and productive team atmosphere • Applies critical thinking and problem solving skills to ambiguous situations and anticipates business needs accordingly • Proactively identifies and acts upon opportunities to streamline processes for continuous improvement • Exercises a high level of discretion and confidentiality with tact and diplomacy • High degree of professionalism • Outstanding communication and interpersonal skills with a focus on rapport-building and listening in order to answer questions and resolve problems • Helpful, respectful, and receptive to feedback • Analytical and logical thinker able to think problems through and develop appropriate solutions • Independent: motivated, self-directed and able to work well with minimal supervision • Customer service orientated with the ability to fulfill responsibilities using a supportive, helpful approach
	<p><u>Qualifications</u></p> <ul style="list-style-type: none"> • Certificate or degree in administration or related field • Minimum three (3) years of relevant experience • Excellent understanding of office administration functions • High level of proficiency in Microsoft Office applications, including Word, Excel, PowerPoint, and Outlook

Alberta Real Estate Association (AREA) is an equal opportunity employer and offers employment to all persons. We are committed to accommodating applicants with disabilities throughout the hiring process. Accommodations for job applicants with disabilities will be provided upon request. Our requirement is that you have the necessary skills and abilities to do the job and the attitude of a team player.

We thank all interested applicants; however, only qualified candidates will be contacted.

Term & Salary

- \$50,000 - \$60,000/year
- 37.5 hrs per week, Monday to Friday
- Permanent in-office position (not eligible for telecommuting)
- On-site parking