



Title:	Professional Standards Officer	ID:	10066
Department:	Member Practice	Reporting To:	Manager, Member Practice
Pay Grade:	7	Updated:	January 01, 2023
Range Min:	\$56,444	Range Max:	\$84,666

Position Summary

Reporting to the Manager of Member Practice, the Professional Standards Officer is responsible for auditing potential violations of the MLS® System. The Professional Standards Officer will take an educational approach through coaching, member engagement and support that is in alignment with the expectations of the CREB® Rules and REALTOR® Code and ensures a high standard of competence and professionalism.

This individual will also collaborate with the members of their team to organize and prioritize tasks and goals and aspire to build meaningful relationships with our members.

Responsibilities

MLS® System Compliance Auditing and Enforcement

- Demonstrate procedural fairness in auditing and enforcement of the MLS® System Listing rules
- Knowledgeable in the CREB® Rules and awareness of the REALTOR® Code Standards of Practice to assess alleged rule violations
- Auditing and enforcing the MLS® system listing rules fairly
- Issue advisories and fines for rule violations as needed
- Escalate enforcement complaints for review to the Practice and Standards Advisor as needed
- Supporting the Practice and Standards Advisor to conduct quarterly audits of the MLS® System.

Best Practice coaching and member customer service

- Engaging with members via phone and email to inform the members of inaccuracies
- Provide coaching, support, and resolutions
- De-escalate frustrated members using conflict resolutions strategies
- Investigate concerns of data integrity brought forward by members
- Assist the Member Support team with member inquiries related to the CREB® Rules and REALTOR® Code

- Data Entry
 - Reading Condominium plans to interpret inclusions, registered size and condominium details.
 - Inputting Condominium plan information into the MLS® System
 - Maintaining a condominium plan library for members

- Document Management and Member Communication
 - Contribute to maintaining and updating department policies and guides and rule interpretations
 - Develop templates for commonly violated rules and best practice tips
 - Contributing to Member Practice member communications (Articles, MODS, CiYC etc.)

Additional Responsibilities

- Supporting annual department business planning and budgeting
- Identify and share with manager possible risks/impacts to the team when considering new work, practices, or policies
- Contribute to assessment of risks/impacts and assist in mitigation implementation
- Provide backup coverage for the Practice and Standards Advisor
- Other duties as assigned by Manager

Education Requirements

- High School Diploma

Years of Experience

- 1-3 years' experience in a customer service role
- Real Estate industry experience

Other Certification &/or Licenses

N/A

Additional Qualifications

N/A

Core Competencies

INTEGRITY Transparency. Accountability. Trust. Commitment.

We value INTEGRITY We build trust by having each other's backs, acting with honesty and strong guiding principles; and We are committed to always improving and delivering what we promise.

INCLUSION Diversity. Equity.

We value INCLUSION We create a socially safe environment for every individual; and We celebrate our diversity because our differences make us stronger.

COLLABORATION Openness. Cooperation.

We value COLLABORATION We work together to achieve common goals with open and honest communication; and We know teamwork is sharing our knowledge & skills, contributing to CREB®'s success.

WELLNESS Physical. Mental. Community.

We value WELLNESS We promote positivity, balance, healthiness, and happiness, and We build resilience through embracing and prioritizing the physical and mental wellbeing of ourselves, our coworkers, and our members.

FUN Joy. Laughter.

We value FUN We believe that fun creates a culture of openness and, in turn, a culture of wholeness; and We all celebrate our successes & enjoy our work.

<u>Skills and Abilities</u>	<u>Weight</u>
<p>Critical Thinking</p> <p>Identifies problems and solutions that others might miss. Provides detailed insight and constructive criticism into problems and complex situations. Skilled at finding logic flaws in arguments and plans and has strong analytical and system thinking skills.</p>	<p>15%</p>
<p>Managing Difficult Issues</p> <p>Manages sensitive or difficult issues with grace and confidence. Remains clear-headed and focused and inspires others to do the same. Remains objective in the face of strong emotions. Can acknowledge strong emotions without being unduly influenced by their intensity. This contrasts with individuals who struggle to stay calm when others are highly emotional, retreat from difficult situations when time is of the essence, are unable to influence others to behave with some level of objectivity, and/or ignore emotions to an extent that stakeholders do not feel heard or respected.</p>	<p>35%</p>
<p>Communications</p> <p>Communicates effectively and appropriately. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Speaks in a clear and credible manner, selecting the right tone for the situation and audience. Listens to others and allows them to make their point. This is quite different than those who tend to select the wrong means of communicating, or who communicate information to inappropriate people. It also contrasts with those whose messages are not clear or lack credibility, as well as those who demonstrate poor listening skills and are unreceptive to feedback.</p>	<p>25%</p>
<p>Conflict Resolution</p> <p>Takes actions that resolve conflicts in a manner that is best for both the organization and the individuals involved. Addresses complaints and problems quickly and effectively, keeps all parties informed of the status of any negotiations required, encourages employees to report problems or concerns and negotiates outcomes that are</p>	<p>25%</p>

viewed as fair and even-handed. This is quite different from those who tend to ignore conflicts or complaints, do not keep interested parties abreast of the status for resolving issues, fail to make it comfortable for people to express concerns or appear unable or unwilling to facilitate a process that helps resolve conflicts.

Skills and Abilities - Additional Information

- Excellent organizational, teamwork and interpersonal skills
- Active Listening skills
- Demonstrates ethical practices
- Good understanding of industry and sector
- Problem solving
- Coaching skills

Employee Statement of Understanding

I have read and understand the job description for my position. I can perform all the essential functions of this position.

I agree to comply with the corporate compliance policy and all laws, rules, regulations, and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees must adhere to the values in all their interactions with customers and fellow employees.