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RESO Membership Manager

Salary Range: Based on experience

Start Date: Immediate

Location: Remote

Real Estate Standards Organization (RESO) is an independent, not-for-profit trade organization based in Raleigh, NC with a fully remote staff. RESO provides the foundation for streamlined real estate technology through the creation and certification of standards. Our member organizations include MLSs, brokerages, REALTOR® associations and technology partners serving more than one million real estate professionals.

RESO standards create efficiency: faster software development and integrations, scalable tools that cross marketplaces, and more accurate, robust, and informative data.

Job Description:

RESO's Membership Manager is responsible for coordinating logistics and details in membership and events as needed to support the organization's strategic plan. The Membership Manager will report directly to the Chief Operating Officer.

RESO is a remote work organization, which means no relocation or daily commuting to physical office space is required for the successful candidate. As a 501(c)6 non-profit organization, the staff team exemplifies excellence in teamwork, sharing of successes and challenges and working together. We provide outstanding results to our membership, represented by our Board of Directors.

Duties and Responsibilities:

The Membership Manager will be responsible for supporting RESO's hundreds of members organizations. RESO is a member-driven organization and our success is defined in the results we create for our membership.

The Membership Manager will update and maintain records in RESO systems in coordination with RESO staff. These systems include Impexium for membership management, Confluence for member collaboration, Jira for service tickets, and Monday.com for project management.

Duties include outreach to customers for membership recruiting and renewals, administration of RESO online educational courses, maintenance of credentialing lists for course graduates, and light bookkeeping and physical banking tasks.

The Membership Manager will represent RESO with dignity in daily duties and client functions

where presence is required. Expected travel for events is twice/year for RESO conferences and once/year for RESO staff retreats, and occasional industry events where membership recruitment would be beneficial, but is subject to change.

Experience:

Knowledge of and experience of general administration including, but not limited to:

- Membership systems/AMS management
- Creation and execution of successful membership campaigns
- Managing of annual membership renewal process and billing
- Managing of prospective member research, lists and tracking
- Producing accurate and attractive reports on attendance, performance, and membership
- Real estate industry experience preferred (real estate technology organizations, REALTOR® associations, MLSs, brokerage technology)

Knowledge, Skills and Abilities:

- Systematic and organized: driven for efficiency and comfortable with change
- Ability to thrive in a fast-paced environment managing multiple projects simultaneously with remote team members
- Strong attention to detail and impeccable organization skills
- Excellent verbal and written communication skills, including the passion to explain membership benefits and convert prospects to members
- Superb customer service and support skills
- Experienced in Microsoft Office and/or Google Business software suites
- CRM/AMS management experience
- Strong Excel/Google Sheets experience
- Ability to travel to RESO conferences and events, estimated at 3 weeks per year
- Knowledge of basic general accounting processes as pertains to membership. Quickbooks experience a plus.
- Proximity to Raleigh a plus, but not required

Academic Qualifications:

Four-year college degree and/or minimum of four years of direct/commensurate experience in membership or association management in a non-profit.

Disclaimer:

This job description in no way states or implies that these are the only duties to be performed by the employee in this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements. To perform this job successfully, the employee will possess the skills, aptitudes and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implied

or otherwise, other than an "at will" relationship.