



PO Box 10824 Raleigh, NC 27605 - 919.504.9898 - info@reso.org

RESO Product 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 Product Manager is responsible for coordinating logistics and details in management of RESO products to support the organization's strategic plan.

The Product Manager ensures progression of product planning and execution throughout the product life cycle, including: gathering and prioritizing customer requirements, aligning with strategic plan and product vision of engineering and executive staff, setting and meeting product development timelines, and customer support to ensure satisfaction goals are met. The Product Manager will report to RESO's CEO and ensure that products support the company's overall strategy and goals.

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 Product Manager will work closely with RESO's Chief Architect to:

- Gather customer requirements and prioritize strategic product development projects
- Manage both outbound member services products (Web API, Data Dictionary, unique identifier, certification display, and industry data reporting services) and internal products (member collaboration and membership administration tools, certification support systems)

- Document and maintain budgets and walkthrough/instructional materials for outbound and inbound systems.

The Product 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, once/year for RESO staff retreats, and occasional industry events where presence would be beneficial, but is subject to change.

Experience:

Knowledge of and experience of product management including, but not limited to:

- Documented product management success
- Proven ability to influence cross-functional teams without formal authority
- Technical writing
- Real estate industry technology experience required (real estate technology organizations, REALTOR® associations, MLSs, brokerage technology)

Knowledge, Skills and Abilities:

- Systematic and organized: driven for efficiency and comfortable with change
- Technical background (understanding of software development, not necessarily engineering)
- RESO standards knowledge required (RESO Web API, Data Dictionary, certification)
- Ability to thrive in a fast-paced environment managing multiple projects simultaneously with remote team members with differing skill sets.
- Strong attention to detail and impeccable organization skills
- Excellent verbal and written communication skills, to both technical and general audiences
- Superb customer service and support skills
- Experienced in Microsoft Office and/or Google Business software suites
- Strong Excel/Google Sheets experience
- Understanding of data modeling and dictionaries preferred
- Knowledge of Postman API queries/results preferred
- Ability to travel to RESO conferences and events, estimated at 3 weeks per year

Academic Qualifications:

Four-year college degree and/or minimum of four years of direct or commensurate experience.

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.