

# **Chief Executive Officer**

## **Connecticut Multiple Listing Service, Inc.**

### **Position Title**

Chief Executive Officer

### **Position Description**

as The Chief Executive Officer of CTMLS is responsible for implementing all decisions made by the Board of Directors, as well as managing the development and delivery of programs, products and services. The CEO is also responsible for all matters concerning employees, contract negotiation and administration, insuring financial records are kept properly and reported timely to leadership; and for safeguarding all CTMLS assets and property.

### Employment Status

Exempt

### Position Duties and Responsibilities - Essential

#### Programs/Tasks

1. Plans, formulates, and recommends for the approval of the board of directors programs, products, services, and policies that will further CTMLS objectives
2. Ensures that the board of directors, executive committee, and officers are fully informed of CTMLS conditions, and of all important factors influencing them
3. Attends all meetings of the board of directors and executive committee
4. Executes all decisions of the board of directors
5. Develops specific administrative policies, procedures, and programs to implement the general policies of the board of directors
6. Establishes a sound organizational structure for the headquarters office
7. Provide for general administration of the entire CTMLS operation; though many responsibilities are delegated to other staff members, the CEO should be aware of the progress of all projects
8. Represents CTMLS in any and all local or state government matters affecting CTMLS
9. Recruits, hires, orients, trains, and motivates CTMLS personnel; responsible for all reviews, promotions, and terminations; and for administration of the salary budget based on the approved overall budget for CTMLS operations
10. Defines staff duties, establishes performance standards, conducts performance reviews, and maintains competitive salary and benefits structure
11. Provides the necessary liaison and staff support to committee chairmen to enable committees to properly perform their functions; ensures that committee decisions and recommendations are submitted to the board of directors for approval
12. Executes contracts and commitments as authorized by the board of directors or within established policies or the approved budget
13. Promotes interest and active participation in CTMLS activities to the Users of CTMLS services, real estate companies and local associations, and reports activities through CTMLS communications media
14. Maintains effective relationships with other organizations, both public and private, and ensures that CTMLS positions are advanced in accordance with the policies and objectives of the organization
15. Ensures that all funds, physical assets, and other CTMLS property are appropriately safeguarded and administered; operates within the approved budget
16. Plans, coordinates, and conducts public relations programs to enhance participant and public understanding of CTMLS
17. Conducts research on potential projects or subjects deemed of importance to CTMLS

18. Develops and delivers education programs to advance the professional, technical, and managerial skills of the system users, operating within the budget and program objectives
19. Collects revenues according to policy
20. Plans and conducts the organizational meetings
21. Exercises control of budget and all arrangements to meet financial objectives
22. Ensures that official minutes of the board of directors and other official CTMLS documents are maintained
23. Provides security for all files, legal and historical documents, and User and mailing lists
24. Plans, promotes and administers all official CTMLS meetings
25. Plans and executes all communications to membership, including newsletters, general mailings, news releases, and so forth (redundant)
26. Acts as a direct liaison with the Local, State and National Associations in areas of staff responsibility
27. Acts as CTMLS spokesperson
28. Serves on State and National committees, if appointed, when such service benefits CTMLS
29. Is an ex officio, nonvoting member of the Executive Committee
30. Ensures that the systems provided by CTMLS are stable, dependable, scalable, and meet the ever changing needs of the real estate community
31. Ensures that the CTMLS Strategic Plan is implemented as approved
32. Ensures that CTMLS leadership is aware of risks and challenges to the CTMLS business, and prepared to act as needed to insure that CTMLS continues to improve its value to its Users
33. Maintains positive relationships with the brokerage community
34. Maintains productive and effective relationships with the state and local REALTOR® Associations.
35. Ensures that CTMLS Bylaws and Rules & Regulations compliance is effectively maintained
36. Assists and advises CTMLS Participants and Subscribers and services the Users of CTMLS

### ***Relationships***

Establishes positive working communications of mutual respect with the following:

1. Leadership of CTMLS
2. Leadership of the State and Local Associations
3. Association Executives of the State and Local Associations
4. CTMLS legal counsel
5. Appropriate personnel at the State and National associations
6. CTMLS employees
7. Vendors and suppliers of programs, products, and services
8. Brokers and agents within the CTMLS service area

### **Position Duties and Responsibilities - Marginal**

1. Performs other general responsibilities as the Board of Directors may specify
2. Works additional hours as needed or requested

### **Performance Standards**

Performance standards for this position are attained when the following are completed:

1. Programs, products and services of CTMLS are functioning effectively and to established operational expectations
2. New products and services offered for consideration by CTMLS are forward-looking and add to the constructive growth of CTMLS
3. Management of vendor relationships is effective and appropriate
4. Officers, committee chairmen, and other CTMLS leaders are fully informed as to the activities and plans in their particular areas
5. The headquarters office is efficiently and effectively organized for the maximum benefit of CTMLS
6. The budget is followed; the financial reporting and accounting systems are accurate and effective
7. Programs, products and services of CTMLS are well managed through planning, organization, coordination, and control

8. Staff members are efficiently and effectively managed to the maximum benefit of CTMLS; the staff is of the highest quality possible
9. Committee liaison support is timely and effective
10. CTMLS educational and training programs are effective and add to the needed expertise of the participants in various fields
11. CTMLS meetings are well planned, organized, and effective
12. Communications of CTMLS's purpose, programs, and activities penetrate to the target or level of members planned
13. Presentations on behalf of CTMLS are well received, present CTMLS's story in a positive manner, and are effective

### **Qualifications**

The person selected for this position must possess the following qualities:

1. Have strong business and financial management skills
2. Be entrepreneurial and innovative
3. Be dedicated to the ideals and goals of the CTMLS
4. Be capable of working under pressure
5. Be of strong moral character with excellent leadership and motivational skills
6. Be an excellent public speaker who thinks and speaks well under pressure and is capable of taking CTMLS's views on different matters to both the system Users and the public
7. Be a proficient writer and editor
8. Have at least 15 years of association or MLS executive level experience or equivalent with 5 years at the senior management level

### **Job Description Addendum**

1. A review of this job description has excluded marginal functions of the position that are incidental to the performance of fundamental job functions. All duties and requirements are essential job functions.
2. All requirements are subject to possible modification to reasonable accommodate persona with disabilities.
3. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.
4. This job description in no way states or implies that these are the only duties to be performed by the employee in occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
5. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully the employee will possess the abilities to perform each duty proficiently.