

## Charlottesville Area Association of REALTORS® (CAAR)

**JOB TITLE:** Director of Multiple Listing Service (MLS) & Information Technology (IT)  
**STATUS:** Full time, exempt, salaried, with consideration for remote work 1-2 days a week  
**REPORTS TO:** Chief Executive Officer

**OVERVIEW:** The Director of MLS & IT is an important and visible position serving as the primary administrator of the MLS and technology operations for the Charlottesville Area Association of REALTORS® (CAAR) and the Hillsdale Conference Center (HCC). Primary responsibilities include oversight of the daily operational activities of the MLS, administration of customer support activities, and management of interoffice technology, software, and equipment.

### RESPONSIBILITIES:

#### MLS

- Manage daily activities and operations of the residential and commercial MLS platforms including data accuracy & compliance, data licensing, and integrated third party platform tools
- Possess full knowledge of the MLS Rules and Regulations, lockbox rules and regulations, and policies and procedures
- Administer customer service and satisfaction for all MLS services and products
- Manage and assist in preparation of annual MLS budget
- Identify and successfully resolve MLS listing problems in communication and consultation with Tier 1 Support provided by our vendors
- Oversee MLS training for current members, new members, and staff
- Plan and direct strategies to comply with regulatory requirements and relevant industry trends
- Serve as primary staff support for the MLS Rules & Regulations Group, Commercial Council, and support Board of Directors in MLS policy violation interpretations as requested
- Identify and champion services and tools for REALTOR® members to become and remain successful in today's real estate market
- Interact with members in-person, by phone, and through email
- All other duties as assigned by the CEO

#### Information Technology

- Manage interoffice technology, software, and equipment needs
- Evaluate and recommend new office technologies
- Oversee vendor relationships and support existing contracts
- Strengthen management to support diversity, equity, and inclusion efforts across the association
- Provide additional accommodations when needed so that all members are having a positive and inclusive experience when using our services or our facilities

### EXPERIENCE/SKILLS REQUIRED:

- Associate's degree or equivalent experience
- Managerial experience or self-starter; experience managing a MLS is preferred, but not required
- Proficient in technology and computer programs
- Excellent written and verbal communication skills
- Excellent customer interaction and team skills
- Interact with staff and members in-person, by phone, and through email/team chat
- Proficient organizational and time management skills
- Ability to identify projects, develop strategies to conduct projects, and see projects to completion
- Periodic, local travel for meetings
- A good team player

### SUBMIT AN APPLICATION:

- Interested in applying? Send a cover letter and resume to: [resumes@caar.com](mailto:resumes@caar.com)