

2020 Volunteer Position Descriptions & Commitment*

Please note: Volunteer positions require attendance at the January 24, 2019 Management & Leadership Development Program (location: South Shore Country Club, Hingham)

AWARDS TASK FORCE – Review award applications to select the winners of the three annual Awards (Realtor® of the Year, Realtor® of Outstanding Service and Affiliate of the Year).

Commitment: Meets one to two times per year with additional nominal time commitment needed via email.

BYLAWS TASK FORCE – Reviews and implements amendments at the direction of the Board of Directors, Massachusetts Association of Realtors® or National Association of Realtors®, as well as when needed/required for governance purposes and/or changes in corporation or non-profit law.

Commitment: Meets a minimum of once per year, additional meetings scheduled as needed. Collaboration/input will be completed utilizing the Launch Online Community Platform.

COMMUNITY OUTREACH TASK FORCE – Identifies areas and organizations Association's communities with charitable needs related to housing and homelessness (in support of the objectives of NAR's Core Standards and South Shore Realtors® Strategic Plan). Participates in community-outreach events (i.e. BGC of Plymouth Run to the Rock or Habitat for Humanity Builds) to promote Realtors® giving back. Assists with promotion of all outreach participation and projects to the membership and public.

Commitment: Meets every other month. Participants assist with participation in community service projects and outreach and help to identify charitable organizations for MAR's Charitable Foundation Spring and Fall Grants.

EQUAL HOUSING OPPORTUNITY TASK FORCE – Assist in planning and implementing the annual program educating members/public on Fair Housing Laws and Affordable Housing.

Commitment: Meets January thru April and requires participation in the Association's meetings and annual event.

FINANCE & BUDGET COMMITTEE – Assists with development of the annual operating budget, ensuring the association has the financial resources to support the organization's goals, objectives and strategic initiatives. Responsible for creating and implementing the Association's investment policies.

Commitment: Meets 4 to 6 times per year to review Association Financials, Audited Year End Financials, update financial and investment policies (as needed) and recommend the annual association-operating budget (including member count and dues amount) to Board of Directors for final approval. Maximum eight members plus Chair/Treasurer.

Prerequisite: Experience in Accounting/bookkeeping, investment and budget management required in addition to Leadership Development Day.

GOVERNMENT AFFAIRS COMMITTEE - Educate members on advocacy and its effect on Realtors®, Consumers, homeownership and private property rights. Participation in legislative activities including (but not limited to) investing in RPAC (REALTOR® Political Action Committee) to support our industry's voice on Beacon Hill and Capitol Hill.

Commitment: Meets every other month to discuss relevant and timely issues affecting areas of the South Shore and South Coast. Oversight body for RPAC Subcommittee and Town Monitor/Advocate Program. Assists with educating members and the public about RPAC and the Realtor® Party (including current challenges and successes). Attendance at the annual Realtor® Day on Beacon Hill is expected of all Committee Members as well as annual Advocacy Fundraising Event.

GRIEVANCE COMMITTEE – Reviews Ethics Complaints and Arbitration Requests to amend/dismiss/forward to an official Arbitration or Ethics Hearing Panel.

Commitment: Meets as needed (upon receipt of an ethics complaint/arbitration request).

Prerequisite: Completion of full-day Professional Standards Committee training required every two years in addition to Leadership Development Day.

MEDIATION PROGRAM – Provide mediation services, following approved NAR Professional Standards Procedures and Guidelines.

Commitment: Serves as a mediator, as needed – time dependent on individual mediation(s).

Prerequisite: Formal mediation training required.

MEMBERSHIP ENGAGEMENT TASK FORCE (Formerly Membership/Networking) – Evaluate and recommend enhancements to current or new membership benefits, communications and processes/procedures to increase member engagement, participation and satisfaction. Assist with identifying Realtor® offices with unpaid agents. Support the recruitment of new members and assist with retention of current members.

Commitment: Meets every other month (more often as needed). May involve calling those that did not renew, transferred, have not fulfilled their COE, etc.

OMBUDSMAN PROGRAM – Utilize informal telephone mediation to address minor complaints from the public and inter-Realtor® conflicts. Work to help parties find solutions before problem(s) escalate. Provide enhanced communications and initial problem-solving capacity to the professional standards process. Respond to general questions regarding real estate practices, transaction details, ethical practices and enforcement issues.

Commitment: Serves as an Ombudsman, as needed. Sends log/worksheet to Staff Liaison upon completion.

Prerequisite: Formal Ombudsman training required.

PROFESSIONAL DEVELOPMENT TASK FORCE (formerly Education and M&T Task Forces) – Assist with recommending and planning professional development programs on a variety of timely and relevant topics to address and meet the needs of the members. Includes vetting and selecting instructors/panelists, recommendation of location(s), etc. Task Force Members will assist with identifying speakers/topics for member webinars.

Commitment: Meets every other month and assists with education/membership meetings and programs. Maximum twelve members. Task Force members are expected to attend/participate in the Association's educational events, panels and programs (contributing to a welcoming environment of inclusiveness by acting as ambassadors).

PROFESSIONAL STANDARDS COMMITTEE – Serves as the group of members from which Ethics and Arbitration hearing panels are formed.

Commitment: Serves as a chairperson or panelist for ethics/arbitration hearings, as needed.

Prerequisite: Completion of full-day Professional Standards Committee training required every two years in addition to Leadership Development Day.

RPAC SUBCOMMITTEE - Assists with RPAC fundraising and events, as well as requesting members make voluntary investments (in-person or via phone) enabling Realtors® to help elect/sustain candidates and legislation supporting issues important to the industry/profession. Assists with educating members and the public about RPAC and the Realtor® Party (challenges and successes).

Commitment: Meets every other month. Participants will be asked to assist with voluntary investment requests (in-person or via phone). Attendance at the annual Realtor® Day on Beacon Hill is expected of all Subcommittee Members as well as annual Advocacy Fundraising Event.

“YOUR” PROFESSIONALS NETWORK (YPN) –Assists with serving new and young professionals in four core areas and plans educational and professional networking opportunities for members, participates in community outreach and RPAC fundraising efforts.

Commitment: Minimum of four meetings per year and assists in planning and participation of quarterly programs. Task Force Members are expected to attend/participate in their planned programs; welcoming members, promoting participation and helping with event setup/take-down and logistics.

TOWN HALL MONITORS/ADVOCATES – Attend Town Hall Meetings within their community, acting as a voice for the Real Estate Industry and reporting issues/concerns to the Association’s Government Affairs Committee, on the Launch online community platform (dedicated to this purpose) and give an update at Town Hall Monitor/Advocate Meetings.

Commitment: Minimum of three Association meetings per year as well as attendance at local community meetings. Participants are expected to attend the annual Realtor® Day on Beacon Hill and are welcome/encouraged to attend all meetings of the Government Affairs Committee as a guest.

***Meetings may be closed. A meeting is closed when sensitive and/or confidential information is being discussed. Familiarize yourself with the Confidentiality (and Conflict of Interest) Policies before your term of service as a Volunteer Leader begins.**

NEW THIS YEAR - Online and Micro-Volunteer Opportunities! Scheduling managed by the Association’s Communications Director.

LAUNCH Community Content Provider – assists with curating and posting content to better engage and inform our members.

LAUNCH Topic Expert – Many of our members are qualified speakers, instructors, and are considered experts on a multitude of topics. Topic Experts share relevant and timely information demonstrating their areas of expertise. Must be willing to answer follow-up questions and provide additional information after posting.

Welcoming Ambassador – Provide a friendly and welcoming environment for new and current members that is inclusive and diverse. This can be accomplished live, at an event, program or meeting or online via the Launch Community Platform. Ambassadors share and comment on Association social media posts, helping to get the word out.