

## Volunteer Leadership Position Descriptions/Commitment

**AWARDS TASK FORCE** – Review award applications to select the winners of the three annual Association Volunteer 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 as needed or required for governance purposes and/or at the direction of the Board of Directors, Massachusetts Association of Realtors® or National Association of Realtors®.

- *Commitment: Future meetings will be held on a monthly or every other month basis as the Association Bylaws are revamped for 2021 proposed changes to the membership.*

**COMMUNITY OUTREACH TASK FORCE** – Assists in identifying areas of charitable need within the Association's communities, 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 to enhance the image of Realtors®. Promotes the Association's annual charitable 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.*

**BEGINNING 2021: CONSUMER ADVOCATE** (by Town) – Attend Town Hall Meetings within their community, acting as a voice for the Real Estate Industry and reporting issues/concerns to the Association/Government Affairs Committee.

- *Commitment: Minimum of three meetings per year as well as attendance at community meetings.*

**DIVERSITY & INCLUSION TASK FORCE** – Assists with promotion of training and events to bring awareness to Diversity, Equity, Inclusion and Bias. Engage members in Diversity, Equity, Inclusion and Bias conversation and training. Review and recommend policies and procedures that promote Diversity, Equity, Inclusion and recognize Bias. Develops an Association Diversity Statement for Board approval.

- *Commitment: Meets every other month. Additional meetings may be scheduled as needed.*

**EQUAL HOUSING OPPORTUNITY TASK FORCE** – Provide information and education related to the Fair Housing Laws and Affordable Housing. Assist with planning/implementation of the Spring Signature Fair Housing Event.

- *Commitment: Meets January thru April and requires participation in the Association's annual Fair Housing Event.*

**FINANCE & BUDGET COMMITTEE** – Assists with the development of the annual operating budget, ensuring the association has the financial strength to continue the organization's goals, objectives and strategic initiatives.

- *Commitment: Meets 4 to 5 times per year to review Association Financials, update financial policies as needed as well as presentation of annual association-operating budget to Board of Directors for final approval. Maximum eight members.*

**GOVERNMENT AFFAIRS COMMITTEE/RPAC SUBCOMMITTEE** - Educates members on advocacy and how it affects REALTORS® and homeownership/private property rights; includes participation in legislative activities including investing in RPAC (REALTOR® Political Action Committee) to support the industry's voice on Beacon Hill and Capitol Hill regarding issues that affect the real estate industry.

- *Commitment: Meets every other month and assists with RPAC fundraising and events. Participants will be asked to request voluntary investments (in-person or via phone) which enable REALTORS® to support candidates and legislation supporting REALTOR® issues important to the profession.*

**GRIEVANCE COMMITTEE** – Reviews Ethics Complaints and Arbitration Requests and dismisses/forwards on to an official Arbitration or Ethics hearing.

- **Prerequisite: requires attendance at full-day Professional Standards Committee training every two years.** *Commitment: Meets as needed (upon Association's receipt of an ethics complaint/arbitration request).*

**MEDIATION PROGRAM** – Provide mediation service to members and non-members upon request, following approved Professional Standards Procedures.

- **Prerequisite: requires formal mediation training.** *Commitment: Serves as a mediator, as needed.*

**MEMBER ENGAGEMENT TASK FORCE** – Evaluates and recommends enhancements to membership benefits, communications and processes/procedures to increase member engagement, participation and satisfaction.

- *Commitment: Meets every other month (more often as needed).*

**OMBUDSMAN PROGRAM** – Utilize informal telephone mediation to address minor complaints from the public as well as inter-REALTOR® conflicts and work to help parties find solutions before problems become serious. Provide enhanced communications and initial problem-solving capacity to the professional standards process. Can respond to general questions regarding real estate practices, transaction details, ethical practices and enforcement issues.

- **Prerequisite: requires formal Ombudsman training.** *Commitment: Serves as an Ombudsman, as needed.*

**PROFESSIONAL DEVELOPMENT TASK FORCE** – Assists with planning professional development programs on a variety of timely and relevant topics to address and meet the needs of the members.

- *Commitment: Meets every other month and assists with education/membership meetings and programs. Maximum of twelve members.*

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

- **Prerequisite: requires Professional Standards training every two years.**
- *Commitment: Serves as a chairperson or panelist for ethics/arbitration hearings, as needed.*

**SCHOLARSHIP TASK FORCE/JUDGE** – Assist with implementation of annual Association Scholarship program. Judge scholarship applications received and select recipients.

- *Commitment: Meets as needed to review program and select recipients.*

**YOUNG PROFESSIONALS NETWORK (YPN) ADVISORY TASK FORCE** – 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 to assist in planning and participation in at least two major events/programs.*