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Director of Growth Management

Classification: Exempt/Salaried

Salary Range: Based on experience

Start Date: Immediate

Location: Location-independent

Real Estate Standards Organization, or RESO, actively develops, adopts, and promotes open standards and processes for the real estate industry. RESO provides an environment for the growth of open source data standards and processes that facilitate software innovation, ensure portability, eliminate redundancies, and obtain maximum efficiencies for all parties participating in the real estate industry. RESO has more than 800 active member organizations that participate in standards development including the National Association of REALTORS®, multiple listing services, real estate associations, brokerages, and industry technology providers. RESO is an organization led by location-independent professionals, incorporated in the state of Illinois with a physical address in North Carolina.

Job Description:

The Director of Growth Management is responsible for managing the development of the organization's products and services. This includes managing, developing, coordinating, directing and administering internal staff and outside technology companies. The Director of Growth Management will assist in administering RESO's workgroups and standards certification operations. As an organization that spans North America, the Director of Growth Management's office location is virtual, which means no relocation or daily commuting to physical office space is required for the successful candidate, so long as the individual has the demonstrated ability to successfully work virtually. RESO is a 501(c)6 non-profit organization which emphasizes excellence in teamwork to provide superb service to our customers and outstanding results to our Board of Directors.

Duties and Responsibilities:

- Primary role and responsibilities:
 - a. Oversee the creation and evolution of standards growth through administration of RESO's standards workgroups
 - b. Oversee the standards certification process and integration with membership administration
 - c. Oversee the communications framework for RESO's staff, membership, and outreach to the industry
- Report directly to RESO's Chief Executive Officer
- Project manage corporate efforts and coordinates all activities

- Assist COO in operations management
- Assist CEO with the implementation of RESO's strategic plan
- Represent, with dignity, RESO at client functions where presence is required
- Attend RESO's two annual conferences
- Assist the organization in handling industry, conference, and technical support related inquiries
- Workgroup Collaboration:
 - a. Oversee the RESO volunteer collaboration system, Confluence, maintaining workgroup pages, discussion forums, white papers, tasks, and work spaces in coordination with marketing and services staff
 - b. Work with volunteer workgroup chairs to create and distribute meeting agendas to group members and facilitate meetings
 - c. Manage projects alongside RESO's technical staff to ensure products are developed on time as outlined in the RESO Strategic Plan
 - d. Communicate to the Board Liaison Committee and the CEO issues related to standards creation and product development
- Product Development:
 - a. Ensure products align with the market and technical requirements and with the RESO strategic objectives.
 - b. Act as a liaison between technical staff, contractors, workgroup members, and CEO as needed regarding deliverables.
 - c. Lead the on-boarding of standards from other standards bodies
 - d. Adhere to the budget in product development efforts and coordinates with the CEO on selecting, hiring, contracting and utilizing contractors.
 - e. Plan for future product needs within the organization; stays abreast of new technologies.
- Certification:
 - a. Oversee the administration and operations of RESO's standards certification program
 - b. Supervise RESO's Certification and Compliance Project Manager
 - c. Communicate with vendors on large scale issues as they relate to customer certifications and compliance.
 - d. Communicate with Multiple Listing Services, technology companies, and brokerages regarding certification and compliance.
 - e. Manage quality assurance testing of RESO certification platforms
 - f. Assist with research and analysis across industry wide certification
 - g. Ensure RESO standards and certification processes are in sync with NAR compliance policies
 - h. Spearhead communications to industry regarding changes, updates, and processes in certification, with the assistance of RESO's marketing staff and third-party resources
- Communications:
 - a. Lead regular communications auditing across the organization
 - b. Guide marketing staff and contractors in the development of communications strategy, tactics, and schedule to ensure broad industry exposure for standards development
 - c. Develop presentations and speaking materials for industry events

Experience:

- Understanding of real estate data technologies, data licensing practices, industry wide utilization of data
- Managing of multiple contractors and projects simultaneously

- Committee management, including reporting and meeting coordination/facilitation, experience with volunteers a plus
- Real estate experience preferred (familiarity with the National Association of REALTORS®, Multiple Listing Services, real estate brokerages, real estate technology vendors, and real estate data technology)

Knowledge, Skills and Abilities:

- Ability to thrive in a fast-paced environment managing multiple projects simultaneously with remote team members
- Strong and effective leader and manager
- Ability to think strategically and perform tactically
- Strong analytical and critical decision-making skills utilized to drive continuous quality improvement in operations
- Strong verbal and written communication skills
- Ability to plan and effectively present ideas and concepts to groups
- Short and long-term project management skills
- Ability to develop and create presentations
- Ability to organize effectively and maintain detailed records of procedures and actions
- Strong customer service and support skills
- Strong experience in Microsoft and Google business software suites
- Experience with project management software
- Atlassian Confluence platform experience a plus
- Technical standards experience a plus
- Ability to provide necessary home office environment, computer equipment, telephone, internet connectivity and core software needed to complete required responsibilities
- Ability to travel nationally to conference and trade shows multiple times per year, up to five days each time.

Academic Qualifications:

- Four-year college degree preferred, and a minimum of four years of direct or commensurate experience

Legal:

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.