



## JOB TITLE: VICE PRESIDENT/ CHIEF OPERATING OFFICER

Awarded a Top Workplace in Austin in consecutive years, Texas REALTORS® is a destination for employees who want to work with a team of fun and engaging people. With a great workplace and top-notch benefits, we're eager to welcome great people to the REALTOR® Family.

Texas REALTORS® is a member-service organization, serving over 150,000 real estate professionals throughout the state, located steps away from our state Capitol building in Austin. The Texas REALTORS® mission is to advance REALTORS® and the communities we serve through advocacy, professionalism, and resources.

The association staff functions as a team to provide exemplary service to the members through a variety of benefits and services. Texas REALTORS® prides itself on providing a rewarding work environment centered around our core values of service, collaboration, ownership, integrity, and respect.

Texas REALTORS® seeks a dynamic and experienced **Vice President/Chief Operating Officer (COO)** to lead operations, drive organizational efficiency, and support strategic initiatives in partnership with the CEO and organizational leadership.

This is a **full-time, non-exempt, full-time position** in Austin, Texas.

**Salary:** We offer a competitive salary based upon experience and qualifications. Employees also receive an extensive and competitive array of benefits.

**Contact:** Send resumes and cover letters to President/CEO Mike Barnett at [mbarnett@texasrealtors.com](mailto:mbarnett@texasrealtors.com).

### POSITION OVERVIEW

The Vice President/Chief Operating Officer (COO) serves as a critical member of the senior staff leadership team and reports directly to the CEO. This role is responsible for overseeing and optimizing the operations of Texas REALTORS® to support the strategic goals and objectives set by the CEO and the organizational leadership structure.

The COO drives operational excellence, ensures financial sustainability, and upholds alignment with the organization's mission and values by strategically leading, managing, and coordinating key operational departments, while serving as a cornerstone in integrating operations with organizational strategy and financial stewardship.

### KEY RESPONSIBILITIES

#### Strategic Operations Leadership

- Collaborate with the CEO and senior leadership to develop and execute the association's strategic plan.
- Create and maintain efficient organizational processes, procedures, and systems to support current activities and future growth.
- Evaluate overall association operations regularly, providing insights and recommendations to the CEO.
- Ensure compliance with all applicable local, state, and federal laws governing the association's operations.

### **Financial Management and Oversight**

- Oversee the preparation, implementation, and management of the association's budget, financial statements, investments, and accounting services in partnership with the Controller.
- Work with external entities for audits, tax filings, and investment portfolio management.
- Ensure sound financial practices and maintain transparency in all financial reporting and decision-making processes.

### **Human Resources Leadership**

- Oversee the human resources function, including recruitment, onboarding, benefits administration, employee relations, performance management, and retention strategies.
- In partnership with in-house legal counsel, ensure compliance with employment regulations and the maintenance of up-to-date HR policies and employee manuals.
- Foster a positive and inclusive workplace culture through effective communication and engagement strategies.
- Oversees the association's compensation and benefits structure to ensure market competitiveness and enhance retention within the scope of the organization's budget.

### **Property and Facilities Management**

- Manage all aspects of the association's facilities, including headquarters maintenance, security, disaster preparedness, property tax protests, and lease agreements.
- Ensure proactive building management, including repairs, landscaping, parking, and tenant relations.
- Proactively develop and implement innovative solutions to enhance operational efficiencies, modernize facilities, and create a welcoming workspace that inspires employees and impresses visitors.

### **Technology and Infrastructure Oversight**

- Partner with the IT Department to ensure the association's technology infrastructure remains secure, up-to-date, and aligned with operational needs.

- Support the development and implementation of technology solutions that enhance efficiency and member services.

### **Operational Excellence**

- Lead cross-functional collaboration to improve communication, project flow, and alignment between departments, including Accounting, Membership, and Operations.
- Oversee the Meeting Planning Department to ensure high-quality and engaging experiences for members at association meetings and events, carefully balancing these efforts with the financial resources available to maintain fiscal responsibility.
- Develop and implement systems to ensure effective information flow and decision-making processes.
- Monitor operational performance and implement improvement initiatives to meet strategic goals.

### **Regional Vice President Liaison**

- Serve as the primary staff liaison to the Regional Vice Presidents (RVPs), maintaining regular communication to keep them informed of current issues and organizational priorities.
- Provide guidance and support to assist RVPs in fulfilling their responsibilities effectively.

### **Travel and Representation**

- Represent the association at key events, including the Texas REALTORS® Winter Meeting, Annual Conference, NAR's Association Executives Institute, and other relevant meetings and conventions.
- Serve as an ambassador of Texas REALTORS® in interactions with external stakeholders.
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### **Departmental Oversight:**

- Accounting & Membership
- Facilities & Operations
- Information Technology
- Meeting Planning
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**Current Employee Count under Direct and Indirect Supervision: 22**

### **Staff Liaison to the Following Committees:**

- Budget & Finance
- Reserve Investment Subcommittee
- Regional Vice Presidents
- Strategic Planning

## QUALIFICATIONS

- Bachelor's degree in business administration, finance, management, or a related field (Master's degree preferred).
- Minimum of 5 years of senior leadership experience, preferably in association management or a related field. REALTOR® association management is a plus. Special consideration for REALTOR®-Certified Executive (RCE) and Certified Association Executive (CAE) certification.
- Proven track record in financial management, human resources, operations, and facilities management.
- Strong understanding of legal, regulatory, and compliance requirements for non-profit organizations.
- Exceptional leadership and interpersonal skills with a commitment to fostering a collaborative and high-performing work environment.
- Ability to travel as needed to represent the association.

## KEY COMPETENCIES

- **Strategic Thinking:** Ability to align operational activities with the organization's long-term vision and goals.
- **Operational Excellence:** Proven expertise in streamlining processes and systems for optimal performance.
- **Financial Acumen:** Strong understanding of financial management and budgeting principles.
- **Communication:** Exceptional verbal and written communication skills, with the ability to engage and influence diverse stakeholders.
- **Problem-Solving:** Analytical mindset with the ability to make data-driven decisions.
- **Relationship Management:** Strong skills in building and maintaining positive relationships with internal and external stakeholders.