



**GREATER  
CHATTANOOGA  
REALTORS®**

## **Member Services Associate**

We seek a full-time **Member Services Associate** to:

- Greet and assist members and the public,
- Answer incoming phone calls and route to appropriate staff,
- Perform administrative duties as requested, and
- Assist in maintaining membership data and records.

**About us:** Greater Chattanooga REALTORS® is The Voice of Real Estate in Greater Chattanooga and serves more than 2,800 members and MLS users through advocacy, education, leadership development, and networking. Learn more about our mission, programs, and services at [gcar.net](http://gcar.net).

**What's in it for you:** You'll get to know the real estate industry inside and out (if you don't already) by assisting members in their daily inquiries about the many services we provide. You'll be part of a team whose primary focus is making our members' job easier and providing them with resources and services to succeed in their real estate business.

You'll get free coffee and tea every day, and our CEO loves to cook, so we often get home-baked goodies! (Hey, sometimes it's the little things.) And perhaps most importantly, you'll get to work with an outstanding group of people who love serving REALTORS® and this industry — including our staff, volunteer leaders, and members.

**Who we're looking for:** We seek someone detail-oriented, has an endless supply of patience, and understands that we don't always see our members at their best – they are starting a new career, learning new systems and tools, and can be frustrated when something isn't working.

It's crucial that you interact positively with members, leadership/volunteers, and staff with a high level of professionalism, service, and confidentiality. Most importantly, we seek someone with outstanding customer service skills, who proactively solves problems, enjoys the challenges of supporting 2,800+ members, and has a great sense of humor. (In other words, our members and staff want to work with someone who is competent, nice, and fun. Duh.) The successful candidate will be organized, possess strong written, verbal, and interpersonal skills, and be proficient in Microsoft Office.

Bachelor's degree and real estate industry and/or association management experience are a plus.

### **Schedule, Compensation, Physical Demands & Work Environment:**

- Full-time, non-exempt from 8:30 am to 5:00 pm, Monday-Friday. Salary commensurate with experience. Greater Chattanooga REALTORS® offers a generous benefits package including medical, dental, vision, paid holidays, paid time off, and an employer-matching Simple IRA.
- Ability to walk, stand, and sit for long periods of time, lift and carry supplies weighing up to 20 pounds, and stand or sit while maintaining alertness for several hours at a time. Position may require bending, leaning, kneeling, and walking.

- Ability to view/enter data for long periods of time, speak concisely and effectively communicate, have the visual and auditory ability to respond to critical situations, and physical ability to act swiftly in an emergency.
- While there may be instances when this position can work remotely, due to the (typical) in-person nature of our work, we are seeking someone to work on-site at our Chattanooga-based office. Local candidates preferred. No relocation available.
- Greater Chattanooga REALTORS® is an equal opportunity employer and gives consideration for employment to qualified applicants without regard to age, race, religion, creed, sex, sexual orientation, gender identity or expression, national origin, marital status, disability or protected veteran status, or any other status or characteristic protected by federal, state, or local law.
- Greater Chattanooga REALTORS® staff may not have an active real estate license, nor can they accept or give real estate-related referrals.

**How to apply:** Email the following items to [jobs@gcar.net](mailto:jobs@gcar.net) using the subject line "Member Services Associate – [insert your name]":

- Cover letter
- Salary requirements
- Résumé
- References

**We are accepting applications through Friday, April 8, 2022. No phone calls, please.**