

**POSITION TITLE:**      *Professional Development Specialist*

**POSITION DESCRIPTION:**

Individual is responsible for the research, evaluation, design and implementation of educational programs/activities designed to enhance the Member's professional development. In addition, this individual will assume the responsibility for the enforcement and administration of Professional Standards policy and procedure as well as DRS/Mediation.

**PRIMARY SCOPE OF RESPONSIBILITY:**

- Administer New Member Orientation program to include coordination of speakers, notices, meeting materials, follow-up, etc.
- Design and administer a continuous process for determining those education and training needs of the membership which can be met through the efforts of the Association headquarters.
- Analyze education and training needs of the membership and identify workshops, seminars, convention events and other offerings that meet those needs.
- Monitor the effectiveness of program offerings and makes recommendations and/or modifications as applicable.
- Develop and foster positive working relationships with State, National and neighboring local Associations in terms of educational opportunities as well as other external educational facilities.
- Plan and coordinate internal educational/training programs in concert with the various committees as directed.
- Collect information on trends and developments in industry or profession for analysis.
- Assist in the preparation of copy for Association messaging.
- Maintain effective administration and processing of requests for DRS/Mediation, requests for arbitration and/or ethics complaints in full compliance with Association policy and procedure.
- Prepare annual summary of ethics complaints, requests for arbitration and DRS Mediation in order to identify potential areas for additional training.
- Act as staff liaison to committees as assigned, performing administrative duties as applicable and reporting to appropriate internal departments.
- Adhere to Customer Satisfaction Policy and make recommendations for enhancements.

## PROFESSIONAL DEVELOPMENT SPECIALIST

### INTERNAL RELATIONSHIPS:

Individual will report directly to the Executive Vice President and interact closely with other divisions of the organization in order to carry out stated objectives.

### EXTERNAL RELATIONSHIPS:

Interact with NAR, PAR and neighboring Association divisions and/or committees of an educational nature. Develop contacts and positive rapport with local educational institutions.

Provide guidance with respect to public inquiries on matters of Professional Standards.

### PERFORMANCE STANDARDS:

- Educational programs are well attended and result in favorable evaluation.
- Committee minutes and activities are prepared and executed efficiently and professionally.
- Programs and activities of an educational nature are in concert with identified needs of the membership and are of a progressive nature.
- Professional Standards administration is handled with the utmost professionalism and expediency in full compliance with policy and procedure guidelines.
- Appeals based on procedural deficiency are at an absolute minimum.
- Ongoing communication with supervisors and coworkers resulting in a positive team atmosphere.
- Accurate, timely records are maintained with regard to NAR Quadrennial Code of Ethics training.

### COMMITTEE LIAISON RESPONSIBILITIES

- (1) **Education Advisory Council;**
- (2) **Grievance Committee;**
- (3) **Member Relations Committee;**
- (4) **Professional Standards Committee**

- Provide comprehensive administrative support and direction to Committee Chair/Members.
- Assist with Committee projects, events and/or activities.
- Prepare meeting agenda and follow up minutes
- Schedule meetings.
- Execute initiatives in order to achieve stated objectives.