



## 2026 SWMLS Board of Directors Candidate Questionnaire

### General Information

**Name**

Steve Palmer



**Brokerage Name**

Keller Williams Realty

**Brokerage Address**

6240 Riverside Plaza Ln #100

**City**

Albuquerque

**State**

NM

**Number of Years as a REALTOR® Member:**

3 Years 11 Months

**Member Type: Please select Designated REALTOR®/Participant only if you are listed as the Designated/Qualifying Broker of your office.**

REALTOR®/Subscriber

**Are you a managing broker? If so, how many brokers do you supervise?** No

**For which position are you applying?**

Director (5 available) See note below.

President-elect (Officer - one year term)

Treasurer (Officer - one year term)

**Note:**

*There are three available term lengths in this 2026 election cycle.*

*2 - 3 year terms (2026-2028)*

*1 - 2 year term (2026-2027)*

*2 - 1 year terms (2026)*

*The term length for each candidate will be determined by the votes. The top vote-getter will choose the desired length of term; the second top vote-getter will have the next choice, and subsequent candidates will choose.*

**Do you have any Code of Ethics violations or have you ever had any disciplinary actions from the New Mexico Real Estate Commission in the last 3 years? If yes, please elaborate. If no, indicate N/A.** N/A

**Officer and Director nominees must have completed three (3) of the following items:**

- 1 year on any NMAR, NAR, or NMREC Committee, PAG or Task Force
- 1 year as GAAR and/or SWMLS Director or Officer
- 1 year as Chair of any SWMLS or GAAR Committee
- 1 year as Member of any SWMLS Committee or selected GAAR Committees (Professional Standards, Grievance, Mediator/Ombuds, GAP or LEAP Committees)
- Complete a Leadership Development Program at the local, state or national level
- Attend at least 2 SWMLS BOD meetings within the last year - can be completed before taking office in January
- Complete both a Robert's Rules of Order and MLS Rules Refresher course
- Have had five (5) transactions that closed in the prior twelve (12) months in which he or she represented a buyer, seller, landlord or tenant or performed an appraisal OR be a qualifying broker of at least five (5) brokers

**The following questions address these items:**

**Have you ever served as a Director or Officer of SWMLS?** No

**Have you ever served as a Director or Officer of GAAR?** No

**Have you served as a Chair of a SWMLS or GAAR Committee within the past 5 years?** No

Please list all SWMLS, GAAR, NMAR and NAR committees, task forces or PAGs you have been a member of. You can view your SWMLS/GAAR committee history by going to your member portal.

None

Have you participated in GAAR's Leadership Development Program, NMAR's Growth and Involvement Program, or any other leadership training?

Yes

If yes, please provide program name and year completed. Please write N/A if not applicable.

Leadership Development Program 2025

How many transactions did you have within the last 12 months, August 1, 2024 to July 31, 2025?

19

Have you completed a Robert's Rules of Order and MLS Rules Refresher course?

Both Robert's Rules of Order and MLS Rules Refresher

What are your primary disciplines in your real estate practice? Check all that apply.

Residential

Please list any REALTOR® Institutes, Societies or Councils in which you currently hold membership.

None

Please indicate which REALTOR® Designations you hold:

None

Have you reviewed the Board Responsibilities document and do you agree to abide by these responsibilities?

Yes

Which technologies offered by SWMLS are your favorites, and why?

My favorite SWMLS tools are Forewarn and RPR because they add real value to my business and my clients.

Forewarn gives me quick access to background information so I can be prepared and ensure safety before meeting new clients. It's a simple but powerful way to stay proactive and build trust.

RPR is my go-to for property research and market insights. I use it to create detailed yet easy-to-read reports, check market trends, and give clients clear, data-driven information to help them make informed decisions.

Both tools save time, provide accurate information, and help me deliver a higher level of service on every transaction.

**Please share your experience, qualifications, skills, knowledge, and any other relevant information that would make you an asset to the SWMLS Board of Directors and SWMLS Participants and Subscribers. What leadership skills do you bring to the role?**

I bring over 20 years of leadership experience in healthcare administration and customer service, with a strong track record of building effective teams, streamlining processes, and providing outstanding client service.

In my current role as an Associate Broker with Keller Williams Realty, I guide clients through buying, selling, and investing in properties, using technology and market knowledge to help them make confident decisions. My previous role as Administrator at Dermatology of New Mexico gave me extensive experience in managing operations, compliance, and staff development—skills that directly support the work of the SWMLS Board.

I'm organized, detail-oriented, and proactive in solving problems. I lead by collaborating, communicating clearly, and fostering a culture of integrity and accountability. I have experience in budgeting, process improvement, and policy compliance, as well as mentoring team members to reach their potential.

These skills, combined with my active involvement in the community and dedication to professionalism, prepare me to contribute effectively to SWMLS, support Participants and Subscribers, and help guide the growth and improvement of its services and technology.

**What is the role of the SWMLS and what are the challenges facing SWMLS moving forward?**

The role of SWMLS is to provide accurate, timely, and dependable listing data for its members, along with technology and resources that make it easier to market properties and serve clients. It's the central system that ensures cooperation and consistency across our market, helping REALTORS® work together while maintaining high professional standards.

Looking forward, I see a few key challenges: keeping up with fast-moving technology changes, ensuring all the tools remain easy to use, and making sure data stays accurate and consistent across platforms. Another important challenge will be supporting members with varying levels of technical comfort so everyone can take full advantage of the tools available. Clear communication, regular training, and a strong focus on member feedback will be essential for SWMLS to meet these challenges and continue delivering value.

**What are the strengths of the SWMLS core software and affiliated technology offerings and where do you see room for improvement and/or change?**

SWMLS's greatest strength is delivering accurate, reliable property information paired with tools like RPR, Forewarn, and ShowingTime that make it easier to work efficiently and serve clients well. These resources give members quick access to property data, market insights, and safety tools that support better decision-making.

I believe there's an opportunity to enhance onboarding and training for new members so they know exactly what tools are available from day one. Clear communication when tools are updated or changed, along with short, focused training, would help all members stay confident, up to date, and get the most value from SWMLS.

**What is the one thing you would like to change that is in the purview of SWMLS?**

I would focus on improving onboarding and ongoing training so every member, especially new ones, knows what tools are available and how to use them effectively from the start. Training should be relevant and impactful, giving members practical knowledge they can immediately put to use in their business. Making sessions short, easy to follow, and available both live and on demand would help members quickly apply what they learn. In addition, keeping members informed when tools are updated or changed would ensure everyone can stay current and get the full benefit of SWMLS resources.

**Additional remarks by Candidate:**

I am committed to helping GAAR/SWMLS continue to deliver exceptional value to its members by ensuring that tools, resources, and training are relevant, easy to use, and accessible to everyone. My experience in leadership and team building would be a benefit to the Board, bringing a collaborative approach that

encourages problem-solving and growth.

As a graduate of the GAAR Leadership Development Program, I have gained valuable insights into how our Association and MLS operate, the challenges they face, and the opportunities for growth. This training has strengthened my ability to listen, lead effectively, and collaborate with a diverse group of professionals, all of which I will bring to the Board in service to our members.

I believe strongly in supporting new members through clear onboarding and guidance so they can confidently use GAAR/SWMLS resources from the start. Equally important is providing continued, relevant, and focused education and information for existing and long-term members to keep them up to date and fully engaged. By maintaining open communication, listening to member needs, and promoting practical solutions, I will work to ensure GAAR/SWMLS remains a trusted, valuable partner for all Participants and Subscribers.

I am eager to serve, contribute my skills, and work alongside fellow Board members to help shape the future of GAAR/SWMLS in a way that benefits our entire membership and strengthens our professional community.

We appreciate your interest in serving. You will be notified when the Nominating Committee chooses the candidate slate for the upcoming election.