

OPENING FOR GAAR OMBUDS VOLUNTEERS

Overview

The Greater Albuquerque Association of REALTORS® (GAAR) is now accepting applications from REALTOR® members who are interested in serving in the part-time, volunteer position of Ombudsman.

The GAAR Ombudsman Program is meant to supplement the existing set of dispute resolution processes currently available at GAAR (i.e., ethics hearings, arbitration, and mediation). The Ombudsman Program is designed to offer a less formal, more expedited means of resolving issues and conflicts between REALTOR® members, members and their customers/clients, and members of the public.

Ombudsmen serve on a rotating, weekly schedule of approximately 2 to 4 hours per assigned week. The frequency of on-call weeks will depend on the number of Ombudsmen and the number of calls received. Most of the communications with people (referred to as “visitors”) will be via telephone; case tracking will occur remotely. This position will report to the GAAR Board of Directors or its designee, and will report trends and themes periodically to the GAAR Board of Directors and others as requested.

Successful candidates will receive comprehensive Ombudsman and Basic Mediation training prior to assuming the Ombudsman role and will receive on-going training tailored to their role.

Position Description

The GAAR Ombudsman provides highly confidential, neutral, and informal advice and information regarding any issues relating to general real estate transactions or issues arising out of working with a member of the GAAR REALTOR® community. The Ombudsman will serve as an independent resource to discuss options and to provide answers and referrals to other appropriate resources.

To accomplish this, a fully trained and competent Ombudsman must possess a thorough knowledge and understanding of:

1. National Association of REALTORS® (NAR) and International Ombudsman Association's (IOA) Code of Ethics and Standards of Practice;
2. State real estate laws, regulations, and practices;
3. GAAR's professional standards processes, and other internal/external conflict resolution services and resources.

An effective Ombudsman will quickly assess a variety of situations and respond effectively with a high degree of professionalism, using excellent communication and alternative dispute resolution abilities. The Ombudsman will remain neutral and impartial while working with visitors. While establishing and maintaining an effective connection with the visitor, the Ombudsman will also stay appropriately detached from the visitor's issues and concerns.

The Ombudsman will remotely input tracking and trending information, and periodically communicate themes and trends to the Board of Directors, while preserving confidentiality of visitors and other parties involved in the situations.

Required Skills, Knowledge, and Abilities:

1. Licensed real estate practitioner and REALTOR® member of GAAR for previous five (5) years, with no ethics violations in previous three (3) years;
2. Thorough knowledge and experience with state real estate laws, regulations, and practices;
3. Demonstrated experience in facilitating communications and intervening with individuals in conflict;
4. Ability to develop a good understanding of GAAR's professional standards processes, and NAR's and IOA's Code of Ethics and Standards of Practice;
5. Excellent demonstrated communications skills, including active and patient listening; effective presentation skills;
6. Ability to build rapport, generate trust and confidence, and demonstrate sincerity and neutrality;
7. Record of reliability and responsiveness; good follow-through on commitments.

Desired Skills, Knowledge, and Abilities:

1. Experience serving on Professional Standards, Grievance, or Mediation Committee;
2. Experience conducting arbitration, mediation, formal or informal complaint resolution, customer service support, or other forms of issue resolution;
3. Completion of communication, mediation, or conflict resolution training;
4. Strong computer skills.

How to Apply

Persons interested in being considered for this volunteer position should complete the online application; register for the October 21st and October 24th, 2013 training class

<http://www.gaar.com/education/detail/ombuds-training> and if you have further questions, contact Melody Mar Johnson at 505-724-3466, mjohnson@gaar.com.

GAAR Ombudsman Application

Name:

Date:

Best Phone Contact:

E-mail Address:

Year licensed as a real estate practitioner:

Year licensed in New Mexico:

Year you joined the Greater Albuquerque Association of REALTORS®:

What did you do before you became a REALTOR®? (Attach resume if applicable)

Describe in your own words your qualifications and strengths for the role of Ombudsman:

Share why you are interested in serving as a GAAR Ombudsman:

Outline any experience you have had facilitating complaint resolutions, intervening in disputes, coaching, counseling, mediation, customer service, and any other experience with formal or informal resolution processes:

What personal characteristics and skills will help ensure your success in the Ombuds role?

Provide any additional information you wish to share and if available, please attach a resume.

Send the completed application and any other information you would like considered to: Melody Mar Johnson, GAAR Professional Standards Administrator, 1635 University Blvd. NE, Albuquerque, NM 87102. Or scan and email to mjohnson@gaar.com. Questions, contact Melody Mar Johnson at 505-724-3466.