



Title: Administrator, Professional Standards

Department: Board Services

Reports to: Vice President, Board Services & Leadership Development

POSITION DESCRIPTION SUMMARY

The Professional Standards Administrator is responsible for processing all incoming Ombudsman and Ethics Complaints and Arbitration/Mediation Requests and attends all Grievance meetings, Hearings and Appeals.

DUTIES, RESPONSIBILITIES, AUTHORITY & PERFORMANCE STANDARDS

- Proficiently utilize CasePro to process and monitor caseload.
- Daily review and acknowledge receipt of incoming cases and current caseload deadlines per Code of Ethics & Arbitration Manual (COEAM).
- Weekly send required notices to parties and panels as outlined in COEAM.
- Bi-Monthly Conduct Grievance Review Panels by assigning panel, creating and distributing agenda and case documents. Create and distribute Grievance reports and appeal forms.
 - If appealed, schedule a Grievance appeal panel, send notices and case documents. Distribute findings.
- Conduct Ethics/Arbitration Hearings
 - Pre-Hearing: send notification, potential panelists, challenge forms. Book room if in person. Schedule date.
 - Invoice Arbitration Fees
 - Schedule Hearing: Send Official Notice of Hearing; send case documents, send reminders as required.
 - Day of: Attend hearing, set up per COEAM, provide copies of case, name tents, required forms
- Post-Hearing
 - Write Decision/Award – distribute per COEAM requirements
 - Ethics Decisions – submit to Ohio REALTORS Attorneys for review/approval
 - Distribute to panel for signature and then distribute to parties with appeal notice
 - Submit Ethics Decisions to Vice President of Board Services & Leadership for ratification by Executive Committee
 - After ratification, distribute to parties with notification of sanctions. Invoice for penalties and/or administrative fee.
- Hearing Appeals
 - Must be requested within 20 days. Review with legal counsel.
 - Invoice appeal fee.
 - Assign appeal hearing panel and schedule with necessary parties and distribute findings and act accordingly.
- Close and Archive Cases Quarterly
- Provide list of closed cases to CasePro Annually
- Provide Reports on Professional Standards Activities and Statistics Quarterly
- Answer incoming calls and emails pertaining to Professional Standards
- Attend meetings as directed.
- Maintains confidentiality of case information.

SUPERVISORY RESPONSIBILITIES:

None

PRIMARY COMMITTEES:

None

SECONDARY COMMITTEES:

Professional Standards Enforcement