



VIREB

VANCOUVER ISLAND REAL ESTATE BOARD

AN ASSOCIATION OF REALTORS®



RECRUITMENT BRIEF

Vancouver Island Real Estate Board (VIREB)

Chief Operating Officer Search

August 2023

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Search

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A. OVERVIEW OF VANCOUVER ISLAND REAL ESTATE BOARD

Established in 1951, Vancouver Island Real Estate Board (VIREB) is a non-profit, member-based association that currently represents approximately 1,000 REALTORS® from the top of the Malahat to the northern tip of Vancouver Island. VIREB provides its members with the tools and education needed to provide exceptional service to their clients and member satisfaction levels are generally high.

VIREB is governed by a 10-member Board of Directors (“the Board”) and has a zone governance structure so that there is geographic representation on the Board.

B. THE OPPORTUNITY

VIREB is seeking a Chief Operating Officer (COO) who will support the Chief Executive Officer (CEO) and oversee and manage three direct reports and 12 staff who are responsible for all internal operations, including the Multiple Listing Service (MLS), Communications, Professional Development, Member Services, Finance, and IT. Key focus areas include expanding professional development course offerings for realtors and improving member support by introducing more shared services and tools.

The COO will ensure that the organizational structure supports the business moving forward as well as succession planning. VIREB’s team has been in place for a number of years, so effective change leadership will be required by the COO to get staff buy-in and acceptance of change as the organization evolves.

Ideal candidates will have senior leadership experience in a similar organization with multi-functional responsibilities. An understanding of real estate is a definite asset. The COO will be strategic, collaborative, with strong people leadership skills, with potential to grow into being considered as a succession candidate for the CEO role.

C. CHIEF OPERATING OFFICER PROFILE

OVERVIEW

Reporting to the CEO, the COO will support the CEO and be responsible for the leadership and management of VIREB’s internal operations, which include the MLS, Communications, Professional Development, Member Services, Finance, and IT. The COO is also responsible for government relations and professional standards.

Leadership

- Develop and implement departmental plans, policies, and goals that are aligned with the strategic objectives of VIREB and monitor and report regularly on progress.
- As part of the annual strategic planning and budget cycle, assists the CEO in the preparation and planning of budgets and present recommendations to the Executive Management Committee in conjunction with the CEO.

- Make policy recommendations for consideration by the management team and ensure they are implemented and adhered to once approved.
- Actively participate in board meetings and strategic planning sessions and attend any other meetings or industry functions as requested by the CEO.

Operations

- Liaise with the Canadian Real Estate Association, BC Real Estate Association and other industry associations, community organizations, and consumers on relevant matters including legislative issues that affect members and the real estate industry.
- Participate in Government Relations group meetings, calls and activities.
- Attend appropriate meetings and conferences to assist directors and members, as required.
- Monitor internal and external communications to ensure proper use of the industry's trademarks and deal with any non-compliance issues.
- Liaise with the Technology, Professional Standards, Government Relations, and Governance & Nominations Portfolio Chairs, as well as related task forces as necessary.
- Manage complaints from members and the public and ensure successful resolution of such issues in a timely manner.
- Assist the CEO in keeping abreast of emerging issues of significance to VIREB.
- Assist the CEO with the preparation of agendas for all meetings and in the management of Zone representatives.
- Support the planning of conferences and special meetings.

Human Resources

- Assist the CEO in the staffing function of VIREB including the development of job descriptions and the recruitment and selection of staff.
- Assist the CEO in maintaining a high performing administration team that supports the needs of the organization.

Governance

- Attend Board functions in a capacity to assist the CEO, directors, and staff, as required.
- Act as staff liaison to specific Board Committees and support all Committees, as needed.
- Keep informed of current events and government policies that impact the real estate sector.
- Develop and maintain relationships with elected officials at the municipal, provincial, and federal level.

DESIRED EDUCATION, KNOWLEDGE & EXPERIENCE

- University degree in a relevant discipline OR a combination of education and experience
- Seven plus years senior leadership experience in a similar organization with responsibility for multiple functional areas
- Tech savvy
- Strong understanding of modern governance practices
- Proven abilities in government relations and advocacy
- Human Resources

COMPETENCIES

- Relationship-builder – authentic and able to build trust and rapport quickly with both internal and external stakeholders.
- Highly effective communication skills.
- A consultative, approachable, and open leadership style.
- An active listener who understands the importance of effective member relations.

CONTACT INFORMATION

For further information regarding this search, please contact Barb Schimnowsky at 604.283.6453 or barb@watsoninc.ca, or Cameron Wilson at 604-785-9666 or cameron@watsoninc.ca.

D. DISCLAIMER

This document is intended to provide background information on Vancouver Island Real Estate Board (VIREB) for the purposes of informing potential COO candidates and does not provide binding legal representations or contractual obligation. The information contained herein may be subject to change.