

2023 WBCBR Committee Descriptions

- **Equal Opportunity** - To facilitate fair housing for all. To promote Fair Housing Month in April. To speak at our Orientations to promote fair housing.
- **Legislative** - To work on community legislative matters, as liaison with the State and National Association Committees. To encourage and support Association members to run for elective or appointive office.
- **RPAC** - To promote and collect RPAC funds from each and every member of the Board. To explain the importance of RPAC to our organization and what RPAC is doing to save our industry.
- **Professional Standards** - The Professional Standards Committee receives complaints filed by the public and members which the Grievance Committee believes, if taken on their face as true, may constitute a violation of the Code of Ethics. Where the Grievance Committee merely reviews the complaint and the information submitted by the respondent, the Professional Standards Committee holds formal hearings in much the same manner as those conducted in a court of law. The purpose of these hearings is to determine the validity of the alleged violation of the Code of Ethics. In those cases where the Professional Standards Committee determines that a violation of the Code of Ethics has occurred the committee is empowered to dispense an appropriate degree of punishment to the member committing the offense. A simplification of the function of this committee is that the Professional Standards Committee is the Association's tool to enforce the Code of Ethics of the National Association of REALTORS®.

Reference matter: The Professional Standards Committee is guided in its performance of duty wholly by the Code of Ethics and Arbitration Manual published and updated annually by the National Association of REALTORS®.

Criteria for assignment: The Chairperson(s) of the Professional Standards Committee should be an experienced member with an excellent knowledge of the Code of Ethics, prior service as a member on this committee, and a person of good judicial sense and sound judgment. Members assigned to the committee should be experienced members for the most part, with a sprinkling of new members, and should represent a cross section of the Association membership.

Editorial comments: The Professional Standards Committee also provided Arbitration services to the Association and effective in 2006 assumed the responsibility for Mediation of Potentially Unethical Conduct. As of this writing, procedures are being developed for this program and mediators have been selected and are awaiting training.

- **Grievance** - The Grievance Committee receives ethics complaints and arbitration requests to determine, if taken, as true on their face, a hearing is to be warranted. The Grievance Committee makes only such preliminary evaluation as is necessary to make these decisions. While the Grievance Committee has meetings, it does not hold hearings, and it does not decide whether members have violated the Code of Ethics. The Grievance Committee does not mediate or arbitrate business disputes.

Reference matter: The Grievance Committee is guided in its performance of duty wholly by the Code of Ethics and Arbitration Manual published and updated annually by the National Association of REALTORS®.

Criteria for Assignment: The Chairperson of this committee should be an experienced member with an excellent knowledge of the Code of Ethics and its enforcement. Members assigned will vary in experience from several years, to reasonably new in the business. Those newcomers will normally be members who the Chair can project will be long term members of the Association.

- **Ombudsmen** - The role of the Ombudsman in the association is fairly simple, and clear cut, the Ombudsman is available to resolve differences between members and between members and the public, that do not fall within the purview of the Code of Ethics. The Ombudsman role is primarily one of communications and conciliation, not adjudication. Ombudsmen do not determine whether ethics violations have occurred, rather they anticipate, identify, and resolve misunderstandings and disagreements before matters ripen into disputes and possible charges of unethical conduct.

Criteria for service as Ombudsman: The Board of Directors has determined that the position should be filled by a member who is an experienced REALTOR®, well versed in local, state, and national real estate issues, and has a working knowledge of the Code of Ethics of the National Association of REALTORS®.

- **Public Relations** - To raise public awareness of REALTORS as professionals concerned about their community and their profession. Manage and monitor the public facing WBCBR Facebook Page and the private WBCBR member-only Facebook Group.
- **Safety Awareness** - To promote and educate each member on the importance of safety and how to better protect yourself.
- **Social** - To plan, coordinate and promote social events throughout the year. To be on the Christmas Party Planning Committee.
- **Education/Orientation** - To promote educational activities - meetings, schools, written material, indoctrination courses and seminars and support NCAR education programs and the REALTORS Institute. To schedule, plan and facilitate the mandatory Orientation class when needed according to new member applicants. To attend quarterly general membership meetings to give educational updates and awards to the membership. Examples include: **Yearly CE Classes** – BIC, Elective and Mandatory CE. **Monthly** – Free educational classes on various topics, Lunch-N-Learn.
- **Bylaws Committee:** This committee oversees the bylaws that govern our local association. In addition, they stay informed of changes to the bylaws that govern the National and State Associations and help to share any changes with the general membership.
- **Technology Committee:** Stay informed of new technology coming to the industry and share helpful tools with the general membership. Monitor WBCBR website and IT systems to ensure they are conducive to board efficiency.
- **NCRMLS Managers:** Serve on the NC Regional MLS Board of Managers and act as WBCBR's two voting members on regional MLS changes.