

Application Form

Profile

Madeline Alvarado

First Name Middle Initial Last Name

Email Address

Home Address Suite or Apt

SALEM OR 97304

City State Postal Code

What Ward do you live in? *

☒ Ward 8

Primary Phone Alternate Phone

State of Oreogn Real Estate Agency Customer Service Manager- Oregon Real Estate Agency

Employer Job Title Occupation

Which Boards would you like to apply for?

Salem Housing Advisory Committee: Submitted

Which of the following City of Salem Board or Commission meetings have you attended? *

☒ None

Interests & Experiences

What do you feel you can contribute as a board or commission member?

Currently I am serving as the Oregon Real Estate Agency's (OREA) Customer Service Manager. In this role I'm responsible for overseeing the licensing and education programs for real estate brokers, principal brokers, property managers, and escrow organizations. In addition, I am a licensed real estate broker (on a hold status due to my employment with the Oregon Real Estate Agency). The housing industry is truly a passion of mine and I believe my valuable skills could serve the City of Salem well. Since 2015 I've acted as the Agency's expert related to the licensing and education programs which requires writing laws and rules. In addition, I'm responsible for tracking and monitoring legislative bills that could impact the real estate industries, landlord tenant laws, housing policies, and stakeholders. Throughout my years with the Agency I've lead communication efforts pertaining to the programs I oversee. I've developed and provided educational courses and public presentations to licensees, education providers, and industry stakeholders. In September of 2016 the OREA began to phase education providers into the online system (as all licensees had previously converted). I organized an Educator's summit where I demonstrated the new online experiences to all of the licensed real estate career schools within the state of Oregon. At this event educators offered suggestions for processes improvements and I was able to accommodate those changes into the online applications. In 2017 I was instrumental with the formation of a workgroup created to review the Oregon Real Estate Agency's 2018-2019 mandatory Law and Rule Required Course. As the primary facilitator I was responsible for engaging industry leaders, including key stakeholders, educators, Board members, and representatives of the Oregon Association of Realtors, and the Building Owners and Managers Association of Oregon to review the proposed content outline and provide them with an opportunity to make recommendations. There were moments of conflict where workgroup members disagreed with the role of the Agency. I listened to the issues and concerns members raised and then recommended solutions that satisfied their needs, yet still within the scope of the Agency's authority. One of my favorite roles within my position is acting as an advocate for licensees who've experienced a hardship and are requesting the waiver of a requirement. When a licensee contacts me I gather the details and clearly identify the circumstances which were beyond the licensee's control. I then inform the Commissioner of the request and provide guidance on deciding if the request warrants an approval or denial. I repeatedly refer to historical requests to ensure continuity on behalf of the Commissioner. Currently I'm an active member with the Association of Real Estate License Law Officials (ARELLO), and serving as the Co-Vice Chair on the Exam Accreditation Committee. In 2020 I will be installed as the Committee Chair. Throughout the years I've built valuable relationships with licensees, board members, industry leaders, and association leaders. Many in the community still contact me directly on a regular basis when they have questions or issues regarding OREA's laws and rules or if they experience complications with the online system. I've built a reputation to be a highly valued resource to the real estate community including real estate commissions throughout the United States, the Association of Realtors, and various other associations located throughout the state. These relationships have served the entire Agency well, as other business and legislative policy changes have pursued. My passion for the real estate and housing industry has continued to grow and in 2018 I obtained my real estate license (due to my position with OREA my license is on a "hold" status). I pride myself in my work and my ability to provide excellent customer service. I have an ability to handle responsibility and build positive relationships with work colleagues at all levels. I very much hope that you will look favorably upon my application by recognizing my enthusiasm, talents and my future potential. In addition to my years of experience within the real estate industry, I personally have been affected by low-income and affordable housing. I am extremely fortunate to be in a position now where I can give back to community that helped my family. Thank you in advance for your time and consideration. Sincerely, Madeline Alvarado

[Upload a Resume](#)

What prompted your interest in applying to serve as a board or commission member?

I am looking for opportunities to serve my community and apply my knowledge, skills, and expertise where needed.

Please explain how your education, professional, personal, or volunteer experience and knowledge qualify you to serve on the board(s) or commission(s) for which you are applying.

I've worked within the governing real estate industry for over eleven years and I obtained my real estate license in 2018.

List any experience you have with volunteering for the City of Salem or other organizations.

Currently I'm an active member with the Association of Real Estate License Law Officials (ARELLO), and serving as the Co-Vice Chair on the Exam Accreditation Committee. In 2020 I will be installed as the Committee Chair. The ARELLO examination accreditation committee helps to ensure quality in examination development.

Briefly explain any experience you have working with your neighborhood association or other public bodies or committees.

My experience working at the Oregon Real Estate Agency has provided me with valuable experience and understanding of the governing bodies (relating to housing), the formulation of policies, details, and processes which are in place to ensure consumer protection.

Can you commit to attending a minimum of 75 percent of scheduled meetings? (Please refer to the City's website for the meeting schedule. Failure to meet the attendance requirement may result in removal from office.)

☒ Yes ☐ No

Please list up to three (3) references whom we could contact to learn more about your qualifications (name/email address or phone number/relationship).

Jenny Pakula- CEO, Oregon Association of Realtors- professional reference ,
Lawnae Hunter- Vice-Chair, Oregon Real Estate Agency Board/ A Plus
Property Management, Principal Broker- professional reference ,
Anna Higley, Administrative Services Division Manager, Oregon Real
Estate Agency

Please describe your experience working on housing issues.

• Lead communication efforts on behalf of the Oregon Real Estate Agency's licensing and education program's information (including statute and rules updates, as well as the Agency's policies and procedures) to key industry leaders, associations, licensees, education providers, and to the general public. • Track and monitor legislative bills that impact landlord tenant laws, housing policies, the real estate industries, and stakeholders. • Act as an advocate for licensees who've experienced a hardship and are requesting the waiver of a requirement due to circumstances outside of their control. I gather details and then present the information to the Commissioner for consideration. I provide the Commissioner with guidance on deciding if the request warrants an approval or denial. • Provide fiscal impact statements when requested, specifically on how processes would be affected. • Acted as the Agency's expert related to the licensing and education program. This includes writing law and rules for Oregon Revised Statutes, chapter 696 and Oregon Administrative Rules Chapter 863. • Instrumental with the formation of a workgroups created to review the Oregon Real Estate Agency's laws and rules. • Act as the primary facilitator and engage industry leaders, including key stakeholders, educators, Board members, and representatives of the Oregon Association of Realtors, to review the proposed content outline and provide them with an opportunity to make recommendations. • During moments of conflict I've demonstrated the ability to listen and understand issues. I am able to translate those problems and recommend solutions that satisfy industry needs and are within the scope of the Agency's authority. • Act as a presenter or instructor for various Oregon realtor associations (on behalf of the Oregon Real Estate Agency) to provide training on our eLicense (online) licensing system and present all updates or changes that are applicable to the licensed audience.

Demographics

Some boards and commissions require membership to be racially, politically or geographically proportionate to the general public. The following information helps track our recruitment and diversity efforts.

Ethnicity

☒ Other

Gender

☒ Female