



# MULTIPLE LISTING SERVICE OF **Secretary/Assistant** **SOUTHERN ARIZONA** Access Form

This form must be completed for any secretary or assistant to an agent who needs access to the MLS Computer Systems, **who is not a member** of the MLS of Southern Arizona, Inc. and **who does not hold an active license**. Please Fax to (520) 322-6613 or email to [frontdesk@tucsonrealtors.org](mailto:frontdesk@tucsonrealtors.org)

Secretary/Assistant Name: \_\_\_\_\_

Secretary/Assistant Email: \_\_\_\_\_

Office Name: \_\_\_\_\_ Office #/ MLS ID: \_\_\_\_\_

Office Phone: \_\_\_\_\_ Office Fax: \_\_\_\_\_

## ☐ **New**

Access Level:

☐ Secretary Access (add/change access to all office listings and statistics, etc.).

☐ Personal Assistant (add/change access to one agent's listings, prospects, CMAs, etc.)

\*Personal Assistant access requires the assistant to use the Work As Agent feature of the MLS.

Employing Agent Name: \_\_\_\_\_

Employing Agent ID: \_\_\_\_\_

☐ This Secretary/Personal Assistant is replacing an existing Secretary/Personal Assistant

Existing Secretary/Assistant Name /ID: \_\_\_\_\_

## ☐ **Transfer/Sever**

Releasing Office Name: \_\_\_\_\_ Office #/ MLS ID: \_\_\_\_\_

Office Phone: \_\_\_\_\_ Office Fax: \_\_\_\_\_

New Office Name: \_\_\_\_\_ Office #/ MLS ID: \_\_\_\_\_

Office Phone: \_\_\_\_\_ Office Fax: \_\_\_\_\_

It is the responsibility of the office to inform MLSSAZ of any changes in secretaries and assistants.

An annual fee of \$100 per secretary/assistant will be assessed to the employing office or agent.

I understand, as the Designated REALTOR®/Branch Office Manager, I am responsible for all secretaries and assistants in my office and the secretaries and assistants that access the MLS system through my participation.

\_\_\_\_\_  
Designated REALTOR®/Branch Office Manager (Print Name)

\_\_\_\_\_  
Designated REALTOR®/Branch Office Manager Signature

\_\_\_\_\_  
Date

\*Please allow 2 business days for processing time.

**Short Title:   Unlicensed Assistants**

This substantive policy statement is advisory only. A substantive policy statement does not include internal procedural documents that only affect the internal procedures of the agency and does not impose additional requirements or penalties on regulated parties or include confidential information or rules made in accordance with the Arizona Administrative Procedure Act. If you believe that this substantive policy statement does impose additional requirements or penalties on regulated parties, you may petition the agency under ARS 41-1033 for a review of the statement.

**STATEMENT OF PURPOSE AND SCOPE**

In looking at the issue of unlicensed assistants, various aspects must be considered, including what activities the individual will perform and how the individual is paid.

**Definitions**

**“Unlicensed Assistant”** is an unlicensed individual hired by an Arizona licensed real estate broker or salesperson as an assistant, who is not engaging in any activity for which a real estate license is required.

**“Compensation”** means any fee, commission, salary, money or other valuable consideration for services rendered or to be rendered as well as the promise of consideration whether contingent or not (A.R.S. § 32-2101(16)).

An unlicensed assistant cannot be compensated on any basis that relies on the ultimate sale or closing of a property. The employing broker or designated broker is responsible for addressing in its written policies and procedures who is responsible for hiring and compensating unlicensed assistants. The employing broker is responsible for all activities of licensed individuals within the brokerage pursuant to Arizona Revised Statutes and Rule.

All inclusions of the unlicensed assistant in advertising or marketing must indicate the individual as being “unlicensed” (A.R.S. § 32-2165(A)).

**An unlicensed assistant may:**

- Under the direct supervision of an Arizona licensee, perform the following tasks, which include, but are not limited to:
  - Personal errands for the licensee
  - Clerical/administrative tasks including filing, copying, mailing, scanning, answering phones, forwarding calls or transcribing callers' information for licensee
  - Using technology as a tool to complete tasks assigned by a licensee, which are not activities otherwise requiring a real estate license
  - Preparing marketing materials approved by the Designated Broker
  - Delivering documents
  - Assist at an open house with a licensee present
  - Set or confirm appointments for:
    - A licensee to list or show property
    - A buyer with a loan officer
    - A property inspector to inspect a home

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- A repair/maintenance person to perform repairs/maintenance
- An appraiser to appraise property
- o Transmitting only instructions or information to clients, contractors, inspectors, appraisers and maintenance/repair people as completed and dictated by a licensee.
- o Unlocking a home for a licensee so that the licensee can show a client the property or preview the property (No discussion about the property).
- o A person who works for a real estate broker or a real estate salesperson may collect in-person rent and related fees on behalf of the real estate broker or real estate salesperson for the use of real estate as part of the person's clerical duties and who provides a receipt when rent is paid.

**An unlicensed assistant *shall not* perform the following activities:**

- o Originate documents
- o Perform a walk-through inspection or Tenant Vacate Inspection
- o Provide advice, pricing, or opinions of value to a consumer
- o Provide advice or negotiate with anyone regarding a property or transaction
- o Assist in the preparation of documents **with** a consumer
- o Hold/host an open house without a licensee being present
- o Assist or direct in the procuring of prospects calculated to result in the sale, exchange, leasing or renting of real estate pursuant to A.R.S. 32-2101(50)(i) unless exempt under A.R.S. 32-2121(A)(10). **Be advised that the exemption in A.R.S. 32-2121(A)(10) is very fact specific and limited in scope.**
- o Attend closing with a consumer without a licensee being present

**An unlicensed assistant *may* transfer monies or be a signatory on a property management trust account only when the unlicensed assistant:**

- o Is in the direct employ of the broker, and
- o Is a bona fide officer, member, principal or employee of the property management firm pursuant to A.R.S. § 32-2174(C) and employing broker pursuant to A.R.S. § 32-2101(24).

**An unlicensed assistant is otherwise *not* permitted to withdraw monies from the broker's trust account.**

Pursuant to A.R.S. 32-2165(B) A person who performs acts that require a license under this chapter, other than a broker's or salesperson's license, without being licensed as prescribed by this chapter is guilty of a class 5 felony.

**Employee Classification and Compensation:**

For additional information on ensuring proper classification of employees as 1099 Independent Contractors or W-2 Employees, visit the Internal Revenue Service, a Bureau of the United States Treasury at [irs.gov](https://www.irs.gov) or [here](#).

For additional information on ensuring proper wages and compensation for employees and other labor-related requirements, visit the United States Department of Labor at [dol.gov](https://www.dol.gov) or [here](#).

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Authority: A.R.S. § 32-2101(50) defines the activities of a real estate broker for which licensure is required pursuant to A.R.S. §§ 32-2122, 32-2121, 32-2151.01(B), 32-2174(C). See also A.A.C. R4-28-1103.

Policy Program: Enforcement

Effective Date: Revised April 3, 2000; Revised & Renumbered 5/28/2004; Renumbered 4/01/2005; Revised & Renumbered 6/9/2017; Revised 9/29/2021; Revised on September 28, 2022 to reflect Amendments made in Ariz. Laws Ch. 298 § 1 (2022).

## MLSSAZ Rules & REGULATIONS

### Section 23.1 - Keybox Availability:

Access to MLSSAZ issued Keybox key is limited to licensed Participants/agents acting in the capacity of the listing agent, buyer's agent or member appraiser.

### Section 25 – MLS Access Security:

#### Section 25.1 – Assistant/Staff Access to MLS (Limited Subscribers)

Limited Subscribers are defined as unlicensed administrative staff, unlicensed personal assistants who are affiliated with an Active MLS Participant or Subscriber. MLSSAZ shall provide limited MLS Access to Limited Subscribers under the guidelines of the Limited Subscriber Policy.