



Department of Consumer Affairs
CALIFORNIA BUREAU OF REAL ESTATE

Equal Opportunity Employer

Job Opportunity

**Program Technician II –
Sacramento**

Permanent — Full-time

The Bureau of Real Estate has an opening for an Program Technician II in its Licensing Info. section. The office is located at 1651 Exposition Blvd., Sacramento 95815. This position is permanent, full-time.

Duties of the position include:

- Utilize a personal computer and telephone simultaneously to navigate and access CalBRE's Enterprise Information System (EIS) and the Bureau's Web site in order to review documents, and input and/or retrieve information, as warranted.
- Address complex and multifaceted inquiries from callers that require an interpretation and/or clarification of licensing procedures, processes, laws, rules, regulations and other CalBRE polices as they relate to the licensing process.
- Track and tally monthly counts of forms/materials provided and submit to the section's supervisor for review.
- Input credit card information for payment of CalBRE services. Schedule and reschedule exam applicants who have called in for test dates by using CalBRE's EIS manual scheduling feature.
- Resolve scheduling conflicts and answer any questions that may arise involving the exam schedule.

Required qualifications:

- Excellent command of telephone etiquette and spelling, punctuation and grammar.
- Ability to organize and manage workload
- Good judgment
- Excellent interpersonal skills
- Experience using a personal computer using Word and Excel.

Desirable Qualifications:

- Excellent attendance and dependability
- Some knowledge of Real Estate laws, rules, regulations, policies and procedures.

Salary: Range A \$2691 – 3371

Who may apply: Eligible candidates who are current state employees with status in the above classification or lateral transfers in an equivalent class, former State employees who can reinstate into this class or persons who are reachable on a current employment list for this classification. All methods of appointments, including Training and Development (T&D) Assignment will be considered. All interested applicants must submit a standard State Application Form STD 678 (rev. 6/2010) with original signature, and must clearly indicate the basis of their eligibility in the "Explanations" section of the STD 678. SROA and Surplus candidates are encouraged to apply. Appointment is subject to SROA and State Surplus policies. Surplus candidates must submit a copy of their surplus status letter. All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the classification. To view the Minimum Qualifications, please go to <http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx> and enter the Classification Code or Title you Applications will be screened and only the most qualified applicants will be considered for an interview. All appointments are subject to approval of the DCA Office of Human Resources. The State of California and DCA is an equal opportunity employer to all, regardless of age, ancestry, color, disability(mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (including pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation... Please indicate RPA #623- 101 on your application in order for it to be considered. Note: Title 11, section 703(d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, incumbents for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring.

Submit Applications to:

Bureau of Real Estate - Human Resources
1651 Exposition Blvd.
Sacramento, CA 95815
(916) 263-7361

California Relay Service: 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)

Applications may be obtained from the CalHR website at <http://www.jobs.ca.gov>.

FINAL FILING DATE: June 24, 2015

Applications, whether filed in person or by mail, must be received in the Personnel Office no later than 5:00 p.m. on the above date.