



*Department of Consumer Affairs*  
**CALIFORNIA BUREAU OF REAL ESTATE**  
*Equal Opportunity Employer*  
**Job Opportunity**

**PROGRAM TECHNICIAN II**  
**Sacramento**  
*Permanent — Full-time*

The California Bureau of Real Estate has one opening in its Licensing / NMLS section for a Program Technician II. The office is located at 1651 Exposition Blvd. Sacramento 95815. This position is Permanent, Full-time.

***Duties of the position include:***

- Review and process individual broker and salesperson MLO license endorsement filings. Utilize the NMLS system and the Bureau's EIS system to ensure that applications are properly completed, proper fees have been submitted, testing and educational requirements have been satisfied and that the criminal background check and credit-reporting requirements have been completed. Review problem filings, prepare, and send correspondence to licensees via email or mail requesting additional or corrected fees and/or information.
- Conduct a review of incoming criminal record history information, respond to disclosure questions on the NMLS system and compare this information with disclosure and/or RAP information previously submitted by the licensee. Determine whether the violation disclosures can be cleared as they relate to Commissioner's Regulation 2910 (Criteria of Substantial Relationship), Commissioner's Regulation 2758.3, (Evidence of Financial Responsibility) and internal Enforcement and MLA policies.
- Review various EIS and NMLS generated reports, and update CalBRE license records and NMLS filings as needed, to capture inconsistencies with licensing requirements. Process salesperson real estate license change requests, as well as broker real estate license change requests. Answer incoming calls from licensees, state, federal, local government agencies and the general public regarding license information which may include interpreting and clarifying licensing procedures, laws, rules, regulations and policies.

***Required qualifications:***

- Ability to effectively answer, screen and/or transfer incoming telephone calls; excellent technical and analytical skills.
- Ability to communicate effectively, both orally and in writing; excellent interpersonal skills.
- Patience and tact in dealing with the public, staff members, and others; ability to function independently or as part of a team; ability to work well under pressure and within mandated timeframes.

***Desirable qualifications:***

- Knowledge of and ability to interpret and apply Real Estate Licensing laws, rules, regulations, policies and procedures.
- Dependability and excellent attendance; On-line inquiry computer experience.
- Personal computer experience using Word or equivalent application.

**Salary:** \$2638-3305

**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) Assignments 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 wish to review. In addition, please attach all required supporting documents (i.e. transcript/diploma, license and/or required certificate) to your application. Applications will be screen and only the most qualified applicants will be considered for an interview. All appointments are subject to approval of the Office of Human Resources. CalBRE is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, age, national origin, or disability. Please indicate RPA #623-128 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: May 1, 2014**

**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. Applicants will be screened on the Required/Desirable Qualifications shown above and interviews will be conducted on a flow basis. Only those most qualified will be contacted for an interview.**