



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

OFFICE TECHNICIAN (T)
Sacramento
Permanent — Full-time

California Bureau of Real Estate has an opening for an Office Technician (T) in its Fiscal section. The office is located at 1651 Exposition Blvd, Sacramento 95815. This position is permanent, full-time.

Duties of the position include:

- Preparing refund documents (99J-340A, Cash Refund Report Form) that are submitted to the Department of Consumer Affairs (DCA) for issuance of checks. Duties include organizing, logging, and filing Reports of Collections; identifying deposit number and date information to record on the form.
- Reviewing Licensing manual refunds and the Enterprise Information System (EIS) database automated refunds that are submitted by Licensing staff by looking at source documents for barcode information, which gives the revenue source code needed for the forms, as well as deposit information needed to look up the deposit number and date for each refund; and saving the form on the share drive so a search can be performed for any possible duplications or previous refund issuance prior to submitting the form to DCA for check issuance.
- Through the EIS database, Recording payments of checks and credit cards received; process orders for Exam list distributions, Licensee CDs, and books/pamphlets such as the Real Estate Law Book. Respond to telephone inquiries from the public for information on how to order and fill out forms to request said publications.
- Answering the telephones for the Fiscal Unit; direct calls to the appropriate person or unit, or provide information to the caller regarding Fiscal or Bureau policy, procedures or website information. Respond to and handle telephone calls pertaining to bad check payments; process these payments to the caller's account utilizing the EIS database.

Required /Desirable qualifications:

- Excellent time management skills and ability to keep accurate records.
- Ability to interact with individuals at all levels in a professional manner.
- A self-starter who can work independently.
- Communicate effectively both orally and in writing.
- Ability to establish priorities, manage a heavy workload and carry out assigned tasks with a minimum of supervision.
- Ability to answer, screen and transfer all incoming phone calls using an excellent command of telephone etiquette.
- Experience using a personal computer using Word, Excel and Power Point.
- For a typing position, a valid typing certificate for 40 wpm (or greater) is required. **Attach a copy of your typing certificate to your application.**
- Dependability and reliability. Excellent attendance.

Salary: \$2740-3429

Who may apply: 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. 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. Applications will be screened and only the most qualified applicants will be considered for an interview. This position is pending approval by the Office of Human Resources. CaIBRE 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- 029 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: November 6, 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 based on the Required / Desirable Qualifications show above and only those most qualified will be contacted for an interview.