



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 a Program Technician II in its Originals Licensing section. The office is located at 1651 Exposition Blvd., Sacramento 95815. This position is permanent, full-time.

Duties of the position include:

- Review DOJ/FBI reject notices for verification as to why fingerprints are rejected. Review the rejection form for appropriate DOJ tracking code and ridge detail processing error information. Communicate directly with DOJ technical staff and managers to resolve problem responses concerning lengthy DOJ delayed responses. Maintain confidential correspondence files pertaining to criminal background records.
- Evaluate incoming DOJ/FBI fingerprint clearances, delays, and reject data on the Licensing Enterprises Information System (EIS), and DOJ/FBI manual responses, including CORI (Criminal Offender Record Information) for the purpose of issuing original real estate licenses and updating criminal violation history on existing licensees.
- Request copies of older CORI for supervisors and managers. Research fingerprint progress for supervisors/managers. Meet with managers regarding changes in fingerprint processing procedures. Assist District Office staff with inquiries regarding fingerprint response status. Correspond via e-mail/telephone with DOJ on behalf of supervisors, managers, technicians and applicants to inquire about the status of pending fingerprint results.
- Review original salesperson and broker license applications for completeness. This requires extensive knowledge of the statutory license requirements including determining if appropriate fees are remitted, if proof of legal presence documentation is acceptable and if acceptable responses from fingerprint background checks are complete. If law violation disclosure questions are answered on applications, submit application for further review by a supervisor. Based upon the review, if the license can be issued, process the application and accurately enter it into the EIS System.

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

Salary: \$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) Assignments will be considered. All interested applicants must submit a standard State Examination/Employment Application form (STD 678, Rev. 10/2013) with original signature, and must clearly indicate the basis of their eligibility (list, transfer, or reinstatement, LEAP 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 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 (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Please indicate RPA #623-081 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: April 9, 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. Applicants will be screened based on the Required / Desirable Qualifications show above and only those most qualified will be contacted for an interview.