

INFORMATION SHEET

DEPUTY COMMISSIONER, DEPARTMENT OF REAL ESTATE EXAMINATION

The purpose of this information sheet is to help you prepare for the Deputy Commissioner examination, so that you will do your best on the written portion of this examination.

The examination process for the classification of Deputy Commissioner, Department of Real Estate, consists of a written test.

THE WRITTEN TEST

The written test is designed to measure critical knowledge, skills, and abilities, which are required for successful on-the-job performance in the classification of Deputy Commissioner, DRE. It was developed to assess your writing, analytical, and mathematical skills.

The test consists of multiple choice questions. There is no penalty for guessing or for choosing an incorrect answer. The test is scored simply on the basis of the number of items answered correctly. It is to your advantage, therefore, to attempt to answer every question.

The following is a brief description of the three segments of the written test and the areas measured by them:

Public Communications/Report Writing

As a successful Deputy Commissioner, you must write clearly and concisely. You must be capable of presenting information in the appropriate report format, and the revision, editing, and correcting such materials when necessary. The successful Deputy Commissioner must demonstrate the ability to communicate effectively and tactfully with the public, supervisory staff, and other State employees.

Example 1 - Public Communications/Report Writing

In office correspondence, a cover letter or letter of transmittal is one which

- (A) Gives information about the material which is being sent
- (B) Always provides a summary of report recommendations
- (C) Supplies further information regarding material sent previously
- (D) Requests information about material which has been delayed in transmission

For the following reasons, Choice A is correct and the other three choices are incorrect:

1. Both choice C and choice D are incorrect. A cover letter should not include any information that is not contained in the material being sent.
2. Choice B is incorrect since a summary of recommendations are occasionally included in a cover letter.

Example 2 - Public Communications/Report Writing

The best statement to use when refusing a request is

- (A) "Of course, you will readily understand that we are not able to . . ."
- (B) "It is not possible to . . ."
- (C) "It is absolutely impossible to . . ."
- (D) "The requestor surely can understand the impossibility of . . ."

For the following reasons, Choice B is correct.

1. Choice A is too wordy and presumes that someone would "readily understand".
2. Choice C sounds defensive and exaggerates the refusal.
3. Choice D presumes that someone will "understand". This choice also uses archaic language.
4. Choice B is correct. It states the refusal directly.

Analytical Techniques

The successful Deputy Commissioner must be able to identify and analyze problems. You must also be able to comprehend the relationship of data to other data, and the relationship of the various data to the whole. You must be capable of perceiving similarities and differences, of distinguishing facts from allegations, and of recognizing unstated assumptions. The successful Deputy Commissioner is also capable of organizing and combining parts and elements of data into a logical whole, or into a complete product not clearly present before. You must be able to make accurate judgments about the relative merits or implications of such data, and effectively prioritize assignments and duties. While no prior experience in, or knowledge of, the real estate industry is required, the successful candidate in the Deputy Commissioner examination must demonstrate a potential for understanding and mastering the language and vocabulary related to the real estate industry.

Example 1 - Analytical Techniques

Section 66442 of the Subdivision Map Act

If a subdivision for which a final map is required lies within an unincorporated area, a certificate by the county surveyor and, if such subdivision lies within a city, a certificate by the city engineer, is required. The county surveyor or the city engineer, as the case may be, or other public official or employee qualified and authorized to perform functions of either, shall complete and file with his legislative body his certificate as required by this section within 20 days from the time the final map is submitted to him by the subdivider for approval.

Based on the paragraphs in Example 1, which of the following represents the most accurate statement?

- (A) A certificate for a city subdivision can legally be signed only by a county surveyor, a city engineer, public official, or other authorized, qualified person.

- (B) The Department of Real Estate regulates subdivisions as well as real estate salespersons and brokers.
- (C) According to Section 66442, the certified subdivision map must be approved by the legislative body within 20 days from the time the map is submitted.
- (D) Section 66442 applies only to those subdivisions for which a final map is required whether they are in a city or unincorporated area.

For the following reasons Choice D is correct.

1. Choice A states that the certificate is for a city subdivision. Since it is for a city, the county surveyor could not legally sign the certificate. Answer A cannot be the correct answer.
2. Choice B is not the correct choice. The two paragraphs in Example 1 do not state anything regarding the jurisdiction of the Department of Real Estate. So, this answer cannot be the most accurate statement based on the paragraph in Example 1.
3. Choice C states that the certified map must be approved by the legislative body within 20 days from the time it is submitted. However, paragraph two of Section 66442 states that the authorized person "... shall complete and file with his legislative body . . . within 20 days". The time period does not refer to the legislature. Choice C is incorrect.
4. Choice D is correct. Section 66442 states in the first sentence that "If a subdivision for which a final map is required . . .". The important word is "if". That means there are instances where a map may not be required. This means Choice D is correct.

Basic Mathematics

The successful Deputy Commissioner is capable of accurately performing basic arithmetic operations such as addition, subtraction, multiplication, division and computing percentages, decimals, etc. (NOTE: Calculators will **not** be allowed in the written examination).

Example 1 - Basic Mathematics

Due to the increase in staff around the San Tomas area, the local office of the Department of Real Estate found it necessary to add more enforcement investigators (Deputy Commissioners, DRE). The San Tomas office currently has a staff of twelve of which one is the manager and three are clerical support. The remaining staff are enforcement investigators.

If the office is to increase the investigator staff by 25% what will be the number of individuals in the office after the hires?

- (A) 20
- (B) 15
- (C) 14
- (D) 10

Choice C is correct. Here are the computations you might use to arrive at the correct answer of 14.

1. Since only the investigator staff (Deputy Commissioner) is to be increased, the first step would be to determine the number of investigators. The total staff is 12. One of the staff is a manager and three are clerical help. So the investigator staff is 8 ($12 - 4$).
2. To increase the investigator staff by 25%, you can either:
 - (a) Multiply the staff of 8 by 1.25 ($1.00 = \text{current staff} + .25 = \text{added staff}$) for a total of 10. In decimals $125\% = 1.25$.
 - (b) Multiply the staff of 8 by 25% ($.25 \times 8 = 2$). Add the additional staff of 2 to the current staff of 8 for a total investigative staff of 10.
3. Add the expanded investigator staff to the total of manager and clerical staff to get the new office total ($10 + 1 + 3 = 14$). The office staff would be 14 after the hires.

Example 2 - Basic Mathematics

A couple purchased a home for \$80,000. The property sold two years later for \$112,000. What was the percentage profit made on the sale of the house?

- (A) 40%
- (B) 27%
- (C) 71%
- (D) 15%

Choice A is correct. Here are the computations you might use to arrive at the correct answer of 40%.

1. The profit, in dollars, is computed by subtracting the original price from the new selling price ($\$112,000 - 80,000 = \$32,000$).
2. The second step is to compute the percent of dollar profit of the original selling price. To do this, divide the profit by the original selling price ($\$32,000/\$80,000 = .40$).
3. Convert the decimal (.40) to a percent by moving the decimal point two places to the right and add a percent sign (40%). The correct answer is 40% or A.