



Arnold A. Schwarzenegger – Governor
Dale E. Bonner, Secretary, Business, Transportation & Housing Agency
Jeff Davi, Real Estate Commissioner

DEPARTMENT OF REAL ESTATE
Equal Opportunity Employer
Job Opportunity

Program Technician or Office Assistant (T)
Los Angeles - Permanent, Full-time

The Department of Real Estate has **2 openings** for a Program Technician/OA in the Los Angeles Enforcement Section. The position is located at 320 West 4th street, Suite 350, Los Angeles, CA 90013.

Duties of the position include:

- Answer telephone inquiries from licensees and the public in reference to obtaining and maintaining a real estate license.
- Provide information in response to questions relating to the examination and continuing education processes.
- Route calls or walk-ins to the appropriate deputy, manager and other staff.
- Ensure that accurate messages are noted and delivered, as appropriate, to DRE staff.
- Compile and mail out forms, as requested, via correspondences or telephone on a timely basis.
- Fax requested information to other sections or offices.
- Interact with vendors and courier services.
- Verify and provide Enforcement and Licensing information including complaint procedures via telephone and in person using the EIS database system.
- Perform typing duties consisting of keying information into the EIS system or providing clerical support for other staff as needed.
- Operate various copy machines for accurate reproduction of material.
- Open and distribute mail. Mail public printouts as requested.

Required qualifications:

- Ability to follow oral and written instructions and communicate effectively.
- Integrity, initiative, dependability, good judgment and ability to work cooperatively with others.
- Ability to answer, screen and transfer incoming phone calls.
- Excellent attendance and interpersonal skills.
- Patience and tact in dealing with the public, staff members and others.
- Ability to function independently or as part of a team.

Salary Range: PT \$2280 - \$2975

Salary Range: OA (T) \$2143 - \$2826

Who may apply:

Current State employees at the Program Technician/OA level, those individuals transferable to the class, and candidates who have current list eligibility. **Priority consideration will be given to SROA/Surplus employees. Please indicate SROA or Surplus status on your application. Please indicate RPA #09-038 on line 12 of your application.**

Submit Applications to:

Department of Real Estate - Human Resources
P.O. Box 187000
Sacramento, CA 95818-7000
(916) 227-0802

For information on the position contact:

Deborah Jackson-Pickett, Office Services Supervisor III
Enforcement Section
(213) 576-6976

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

Final Filing Date: Until Filled

Applications may be obtained from the State Personnel Board website at <http://www.spb.ca.gov>
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 final file date.

Applicants will be screened using Required/Desirable Qualifications and those most qualified will be contacted for an interview.