

Arizona Department of Real Estate 2013

Customer Service Representative

Duties include:

- Fielding a high volume of telephone calls from the public/ or walk-in visitors
- Interacting with real estate licensees, other government agency staff and the public
- Data entry and extensive e-mail correspondence.
- Processing various ADRE forms
- Scanning, copying, and filing documents in multiple divisions within the Department.
- Composing and drafting written correspondence.

Knowledge, Skills, and Abilities required:

- Strong oral and written communication skills, as well as the ability to analyze data/ complex information and convey it in a clear and concise manner.
- Ability to work within deadlines
- Extensive use of Microsoft Office products (Word, Excel, and Outlook particularly), preferably through MS Office 2010 version.
- Ability to organize, prioritize and perform multiple tasks on a daily basis and work as a team player with several divisions.
- Ability to understand written and verbal instructions and complete assigned tasks accurately
- Ability to exercise good judgment in safeguarding confidential and sensitive information
- Ability to exercise diplomacy when dealing with people in sensitive situations
- Extensive experience operating standard office equipment including desktop computers, copiers, scanners, and fax machines.
- Experience in the application of Arizona Revised Statutes and Administrative Code, pertaining to the real estate department is preferred, but not required.
- Establish and maintain effective, cooperative relationships to conduct work product.

Desired Qualifications:

- An Associate's degree or higher from an accredited college or university in business, public administration, or a related degree.
- At least 2 years of progressively responsible experience as a customer service representative or administrative assistant in a professional environment.
- Knowledge of real estate industry and/or professional experience working in the real estate industry is a preferred, but not required.

Salary: \$25,507.87

This position is not covered by the State Personnel Merit System

Qualified applicants shall apply by sending resume and the State of Arizona application, which can be accessed by [clicking here](#), to human.resources@azre.gov . No phone calls or office visits.