

**Position: Customer Service Representative**

**Department: Licensing Services**

**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 – at front desk as well as electronically
- Scanning, copying, and filing documents in multiple divisions within the Department.
- Composing and drafting written correspondence.
- Provide back-up phone assistance to ADRE's HUB

**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: \$29,000.00

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 found through this link <http://www.azre.gov/Contacts/Employment.aspx> to [sdobbins@azre.gov](mailto:sdobbins@azre.gov) . No phone calls or office visits.