

Arizona Department of Real Estate

TEAM – “Together Everyone Achieves More”

The Department of Real Estate regulates the sale of subdivisions, unsubdivided lands, timeshares, condominiums, membership campgrounds, and cemeteries. It approves and monitors pre-licensing instruction, testing and continuing education courses. The Department also oversees the activities of licensees, investigates complaints against licensees and land developers, and participates in administrative hearings pertaining to their conduct.

Assistant Commissioner of Licensing Services

Arizona Department of Real Estate

www.azre.gov

100 N. 15th Avenue, Suite 201, Phoenix, AZ, 85007

Applications can be submitted under reference number 493598 on AZ State Jobs

<https://azstatejobs.azdoa.gov/>

JOB SUMMARY:

The Assistant Commissioner of Licensing Services is responsible for the management of the Licensing Division, Education Division, Development Services Division, and serves as the Department’s Officer of Continuous Improvement.

JOB DUTIES:

- Manage Licensing/Education/Development Services staff and programs, including determining and implementing procedures, guidelines, goals and performance standards, and continually seek to improve services. Supervise staff and ensure that licenses are processed thoroughly, timely and accurately;
- Act as Agency Officer of Continuous Improvement and Agency Coordinator of Arizona Management System;
- Research, design, develop, test and implement new systems, practices and programs;
- Participate in the development of policies, procedures, and program implementation;
- Direct meetings, manage teams and work groups, participate in related subject matter discussions;
- Provide Commissioner with technical and strategic advice on agency matters;
- Manage the process for school, course, and instructor approvals and develop and monitor standards for approvals to promote and improve real estate education for licensees; plan, implement and monitor the education programs;

- Work with the approved state pre license testing vendor administering the state real estate examination on performance, problem questions, candidates, and changes to testing procedures;
- Oversee Subject Matter Expert test question development performance with the approved testing vendor; and
- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs):

Knowledge of:

- Federal and state laws, administrative rules, codes and policies as they pertain to program operations/activities;
- Principles and practices of licensing, professional education, and development services;
- Techniques, methods and practices of administration, management and supervising;; including Lean Management procedures;
- Records retention schedules, policies, and procedures;
- Curriculum and examinations used to verify students meet the statutory and rule mandates;
- Principles and practices of financing, mortgage, title, and real estate brokerage industries;
- Planning, organization, and goal setting methods;
- Legislative, rule, procurement process, terms and conditions of contracting with exam vendors;
- Real estate law and regulatory processes; and
- Confidential and public information.

Skill in:

- Applying and interpreting federal and state law, rules/regulations as they pertain to program operations/activities;
- Using computers and programs related to agency operations/activities;
- Work management and leadership;
- Advanced oral and written communications;
- Interpersonal relationships;
- Organization and planning;
- Public speaking and training others in technical areas;
- Critical thinking and analysis;
- Researching and analyzing licensing, education and development materials and procedures;
- Situations that require diplomacy;
- Handling, securing, and accounting for checks and credit receipts.
- Working knowledge of Power Point and Adobe Acrobat, and other software programs.

Ability to:

- Manage employees and work effectively in a telework, in office, or hybrid (rotating schedule in office and telework) environment.
- Provide high quality hands on customer service;

- Communicate effectively;
- Lead and engage a team of professionals across multiple divisions;
- Encourage high achieving staff engagement;
- Follow complex directions;
- Exercise sound judgment;
- Apply personnel rules to situations;
- Apply supervision techniques and methods;
- Plan, coordinate, analyze and establish priorities;
- Take initiative and act independently in representing the Department with decisions and solutions;
- Participate in policy decisions;
- Display organizational skills;
- Manage divisional cases/applications;
- Actively participate as a leadership team member across divisional lines, committed to the mission of the Agency.

SELECTIVE PREFERENCE(S):

- Bachelor's degree in public or business administration, real estate, or a related degree. A graduate degree or higher is preferred.
- Demonstrated leadership and functional experience managing multiple employees, tasks, and high-level responsibilities in a regulatory environment.

PRE-EMPLOYMENT REQUIREMENTS:

- Valid Arizona Driver's License

BENEFITS:

The State of Arizona offers a comprehensive benefits package to include:

- Optional employee benefits including short-term disability insurance, deferred compensation plans, and supplemental life insurance.
- Life insurance and long-term disability insurance.
- Ten (10) paid holidays per year
- Health and dental insurance options
- Retirement plan
- Vacation leave
- Sick leave

RETIREMENT:

Positions in this classification participate in the Arizona State Retirement System (ASRS). Please note, enrollment eligibility will become effective after 27 weeks of employment.

CONTACT US:

If you have any questions, please feel free to contact Louis Dettorre at 602-771-7769 or ldettorre@azre.gov.

Persons with a disability may request a reasonable accommodation such as a sign language interpreter or an alternative format by contacting Abby Hansen at ahansen@azre.gov. Requests should be made as early as possible to allow time to arrange the accommodation. Arizona State Government is an AA/EOE/ADA Reasonable Accommodation Employer.