

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.

Customer Service Representative II – Real Estate Specialist

Department of Real Estate

100 N. 15th Avenue, Suite 201

Phoenix, AZ, 85007

Annual Salary between \$32,000.00 - \$36,000.00

Applications can be submitted under reference number 496614 on AZ State Jobs

<http://www.azre.gov/>

JOB SUMMARY:

This position will work in the Licensing Services Division and support the Licensing Division, Education Division, and Development Services Division by serving as a Division representative to the industry and public sector. This position will report to the Assistant Commissioner of Licensing Services.

JOB DUTIES:

- Interact with real estate licensees, other government agency staff and the public, fielding a high volume of telephone calls, walk-in visitors, and electronic and paper correspondence;
- Process a variety of ADRE applications and forms at a front desk, as well as electronically;
- Perform scanning, copying, and filing of documents in multiple divisions within the Department;
- Compose and draft written correspondence;
- Provide phone and electronic assistance to over 90,000 real estate licensees, and the public; processing various ADRE forms and applications;
- Prepares for review, and issuing approved development/ subdivision public reports;
- General duties in support of multiple divisions within the Department;

- Scans files, including bookmarking, and transmittal to appropriate Department;
- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES (KSAs):

Knowledge of:

- Knowledge of real estate industry and/or professional experience working in the real estate industry is a preferred, but not required.
- The analysis of subdivision, unsubdivided land, cemetery, and membership campground and timeshare documents to ensure compliance with Arizona real estate laws/rules.

Skill in:

- Maintaining effective, cooperative relationships to conduct work product;
- Sustaining a positive and confident demeanor when responding to a high volume of telephone calls;
- Operating standard office equipment including desktop computers, copiers, and scanners; and
- Strong verbal and written communication skills, as well as the ability to analyze data/complex information and convey it in a clear concise manner.

Ability to:

- Deliver customer service from a customer focused perspective;
- Understand written and verbal instructions and complete assigned tasks accurately;
- Exercise good judgment in safeguarding confidential and sensitive information;
- Work within deadlines; and according to stated performance criteria;
- Ability to exercise diplomacy when dealing with people in sensitive situations;
- Organize, prioritize and perform multiple tasks on a daily basis and work as a team player within several divisions;
- Understand Arizona Revised Statutes and Administrative Code, pertaining to the Department of Real Estate is preferred, but not required;
- Adhere to the concepts of the Arizona Management System; and
- Complete Administrative tasks within the Department, where necessary.

SELECTIVE PREFERENCE(S):

- An Associate's degree or higher from an accredited college or university in business, real estate, public administration, or a related degree; and

- At least 2 years' of progressively responsible experience as a customer service representative or administrative assistant in a professional environment, preferably real estate; or
- Arizona real estate license – willingness to place license in an inactive status.

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
- 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 Abby Hansen, Chief of Staff at (602) 771-7767 for assistance.

Persons with a disability may request a reasonable accommodation such as a sign language interpreter or an alternative format by contacting the Department at the number above. 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.