

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 (Licensing Specialist)

Arizona Department of Real Estate

100 N. 15th Ave., Suite 201

Phoenix, AZ 85007

Annual Salary between \$32,000- \$38,000

Applications can be submitted under reference number Req. # 496988 on AZ State Jobs

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

JOB SUMMARY:

The Arizona Department of Real Estate (ADRE), Licensing Services Division is seeking an Customer Service Representative II to serve as a licensing division representative processing licensing applications, answering a high volume of inquiries from the real estate profession, and offering customer service to the real estate profession and the public sector.

JOB DUTIES:

Reporting to the Assistant Commissioner, Licensing Services, this position will multi task on a variety of agency duties each day, including:

- 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 various licensing applications and forms at the front desk as well as electronically;
- Perform scanning, copying, searching, and filing of documents;
- Compose licensing disclosure reports and draft written correspondence;
- Follow established processes and procedures;
- Provide phone and electronic assistance to real estate licensees and the public;
- Prepare disciplinary orders for distribution through mail and electronic means;
- Update licensing records in an electronic system;
- Respond to real estate licensees and the public regarding inquiries to the licensing process and applying for licensure with varying disciplinary action disclosures;

- Receive and process required disclosures from real estate licensees, both timely within 10-days of conviction, and untimely during the licensing period;
- Ability and understanding of the process to record and track fingerprint clearance card notifications received from the Arizona Department of Public Safety;
- This position is an in office position; and
- 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, as a paralegal, or regulatory licensing processes;
- Principles and processes for providing customer service; and
- Administrative and clerical procedures and systems.

Skill in:

- Maintaining effective, cooperative relationships to conduct business;
- Operating standard office equipment including computers, copiers, scanners, and other standard office equipment;
- Strong oral and written communication skills, as well as the ability to understand data, position applicable information and convey it in a clear concise manner; and
- Processing, reviewing, and following stated processes relating to applications.

Ability to:

- Deliver customer service from a customer focused perspective;
- Exercise diplomacy in customer inquiries and adhere to standard protocol in communication;
- Understand written and verbal instructions and complete assigned tasks accurately;
- Communicate clearly and precisely verbally and in writing;
- Exercise good judgment in safeguarding confidential and sensitive information;
- Work within deadlines;
- 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 with several divisions;
- Learn/adhere to Arizona Revised Statutes and Administrative Code, pertaining to the Department of Real Estate is preferred, but not required;
- Learn/adhere to the concepts of the Arizona Management System; and
- Use the Google Suite for daily work responsibilities.

SELECTIVE PREFERENCE(S):

- An Associate's degree or higher from an accredited college or university in business, communication, public administration, or a related degree;
- Knowledge of legal terminology, concepts, and procedures, and
- At least 2 years' of progressively responsible experience as a customer service representative or in an administrative or professional environment, preferably a real estate, regulatory, or legal setting.

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 that enrollment eligibility will become effective after 27 weeks of employment.

CONTACT US:

If you have any questions, please feel free to contact Abby Hansen 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.