

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.

Real Estate Services Specialist

Department of Real Estate

100 N. 15th Ave., Suite 201

Phoenix, AZ 85007

Annual Salary between \$30,000- \$35,000

Applications can be submitted under reference number Req. # 56667 on AZ State Jobs <https://azstatejobs.azdoa.gov/>

JOB SUMMARY:

The Arizona Department of Real Estate (ADRE), Licensing Services Division is seeking a Customer Service Representative II to serve as a customer service representative, assist business services, and act as the public records coordinator to the real estate profession and the public sector.

JOB DUTIES:

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 variety of ADRE applications and forms at the front desk as well as electronically;
- Perform scanning, copying, searching, and filing of documents in multiple divisions within the Department;
- Compose and draft written correspondence;
- Follow processes and procedures;
- Provide phone and electronic assistance to real estate licensees, and the public;
- Received and process all public record requests for the Department;
- 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 or as a paralegal is a preferred, but not required;
- Public records and records management;
- 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 desktop computers, copiers, scanners, and fax machines;
- 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;
- 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; and
- Learn/adhere to the concepts of the Arizona Management System.

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 administrative assistant in a professional environment, preferably real estate.

PRE-EMPLOYMENT REQUIREMENTS:

- Valid Arizona Driver's License

BENEFITS:

The State of Arizona will provide the following to you:

- A [robust and affordable insurance](#) plan to include medical, dental, life, short-term and long-term disability options
- A top-ranked [retirement program](#) with 100% employer matched contribution
- 10 paid holidays per year
- Accrued vacation and sick days
- An incentivized [commuter club](#) and public transportation [subsidy program](#)
- Work-life balance and additional options for life betterment such as: deferred compensation, credit union membership, and a wellness program
- Rewarding work that impacts the people of Arizona

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 the HR Specialist 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.