



*Department of Consumer Affairs*  
**CALIFORNIA BUREAU OF REAL ESTATE**

*Equal Opportunity Employer*

**Job Opportunity**

**SUPERVISING PROGRAM TECHNICIAN III**

**Sacramento**

*Permanent — Full-time*

The California Bureau of Real Estate has one opening for a Supervising Program Technician III in its Licensing / NMLS Section. The Bureau is located at 1651 Exposition Blvd., Sacramento. This position is Permanent, Full-time.

***Duties of the position include:***

- Under the general direction of the Supervising Special Investigator II, the Supervising Program Technician III is responsible for the supervision of the Supervising Program Technician II and the Program Technician IIIs in Licensing's NMLS Section. The Supervising Program Technician III will oversee the processing of the mortgage loan originator (MLO) license endorsements for company (MU1) sole-proprietors and corporations and (MU3) branches;
- Organize and oversee the workload of the NMLS Section. Set priorities; redirect staff as necessary to reduce the number of pending original and renewal MLO applications and real estate license change requests in areas with growing backlogs to maintain compliance with acceptable processing timeframes.
- Respond to more difficult and problem inquires regarding current status of NMLS applications by telephone, correspondence, or in person at the front counter; handle customer complaints, review employees work.
- Provide training and clarification to staff on NMLS policies and procedures, provide training on the use and access of the NMLS system and the NMLS regulator work list, how to set and clear requirements and deficiencies on the system, the use of internal and external notes and how to navigate through an NMLS filing

***Required qualifications:***

- Ability to work well under pressure to meet deadlines.
- Knowledge of DRE laws, rules, regulations, policies, and procedures; knowledge of Licensing procedures and forms.
- Excellent interpersonal and organizational skills.
- Excellent attendance.
- Communicate effectively both orally and in writing.
- Ability to establish and meet deadlines and work well under pressure.
- Ability to research and compile statistical information regarding workflow, equipment, etc.
- Patience and tact in dealing with the public, staff members and others.

***Desirable qualifications:***

- Keyboarding skills sufficient to access licensing information.
- On-line and personal computer experience.
- Supervisory experience and training of subordinate staff.

**Salary:** \$3,358 - \$4,208

**Who may apply:** All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the classification. To view the Minimum Qualifications, please go to [http://www.calhr.ca.gov/state-hr\\_professionals/Pages/job-descriptions.aspx](http://www.calhr.ca.gov/state-hr_professionals/Pages/job-descriptions.aspx) and enter the Classification Code or Title you wish to review. Eligible candidates who are current state employees with status in the above classification or lateral transfers in an equivalent class, former State employees who can reinstate into this class or persons who are reachable on a current employment list for this classification. All methods of appointments, including Training and Development (T&D) Assignment will be considered. All interested applicants must submit a standard State Application Form STD 678 (rev. 6/2010) with original signature, and must clearly indicate the basis of their eligibility in the "Explanations" section of the STD 678. SROA and Surplus candidates are encouraged to apply. Appointment is subject to SROA and State Surplus policies. Surplus candidates must submit a copy of their surplus status letter. Applications will be screened and only the most qualified applicants will be considered for an interview. All appointments are subject to approval of the Office of Human Resources. CalBRE is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, age, national origin, or disability. Please indicate RPA #623-159 on your application in order for it to be considered. Note: Title 11, section 703(d) of the California Code of Regulations requires criminal record checks of all personnel who have access to Criminal Offender Record Information (CORI). Pursuant to this requirement, incumbents for this position will be required to submit fingerprints to the Department of Justice and be cleared before hiring.

***Submit Applications to:***

Bureau of Real Estate - Human Resources  
1651 Exposition Blvd.  
Sacramento, CA 95815  
(916) 263-7361

**California Relay Service:** 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)

**Applications may be obtained from the CalHR website at <http://www.jobs.ca.gov>.**

**FINAL FILING DATE: June 24, 2014**

**Applications, whether filed in person or by mail, must be received in the Personnel Office no later than 5:00 p.m. on the above date.**

Applicants will be screened based on the Required/Desirable Qualifications shown above and only those most qualified will be contacted for an interview. Interviews will be conducted on a flow basis.