



Department of Consumer Affairs
CALIFORNIA BUREAU OF REAL ESTATE
Equal Opportunity Employer
Job Opportunity

Staff Services Analyst
Sacramento
Permanent — Full-time

California Bureau of Real Estate has an opening for a Staff Services Analyst in its Sacramento Licensing Exams Section. This position is permanent, full-time and is located at 1651 Exposition Blvd., Sacramento, 95815.

Duties of the position may include:

- Manages proctor scheduling for all California testing centers. Analyzes daily issues raised by southern California testing center staff and determines priority and appropriate solutions for scheduling problems, security issues, facilities problems, errors in applicant data, IT issues, and other problems.
- Assists the SSI II with the selection process when hiring permanent and temporary southern California testing center staff. Responsible for keeping track of all proctor attendance and verifying timesheets. Provides orientation and training for new permanent and temporary testing staff in southern California.
- Assists the Examination Administration and Development Headquarters staff with the writing, reviewing, and ongoing maintenance of the Examination Administration Unit's procedure manual.
- Performs periodic site visits to all California testing centers on as needed basis. Determines which testing centers to visit based on operational needs. Evaluates the performance of permanent southern California proctors, and provides feedback and documentation to the SSI II. Prepares weekly reports of the status of each testing center.
- Coordinates testing for ADA reasonable accommodation requests for all California testing center. Confers with the SSI II if there are questions or concerns. Contacts appropriate resources necessary to provide the accommodations.

Necessary and desirable qualifications:

- Ability to organize and manage workload.
- Excellent oral & written communication skills.
- Proven interpersonal skills.
- Ability to work independently.
- Excellent technical and analytical skills.
- Dependable and excellent attendance.
- Ability to work well under pressure to meet deadlines.
- Will be required to travel to all California test centers at various locations within the State of California.

Salary: Range A \$2873- \$3600 Range B \$3111-\$3895 Range C \$3731-\$4671

Who should apply: 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) Assignments 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. 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> and enter the Classification Code or Title you wish to review. In addition, please attach all required supporting documents (i.e. transcript/diploma, license and/or required certificate) to your application. Applications will be screened and only the most qualified applicants will be considered for an interview. All appointments are subject to approval of the DCA Office of Human Resources. The State of California and DCA is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (including pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Please indicate RPA #623-032 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)

FINAL FILING DATE: December 16, 2014

Applications may be obtained from the CalHR website at www.jobs.ca.gov. Applications, whether filed in person or by mail, must be received in the Human Resources Office no later than 5:00 p.m. on the final filing date. Applicants will be screened based on the Necessary / Desirable Qualifications shown above and only those most qualified will be contacted for an interview.