

Position: Customer Service Representative II / HUB

Department: Administration

Job Description: This position will report to the Assistant Commissioner Operations and will work in the Arizona Department of Real Estate's Administration and HUB/ Reception area.

Duties:

- Assisting with meeting preparation and meeting minutes
- Preparing ADRE's quarterly Bulletin
- Fielding a high volume of telephone calls from the public/ or walk-in visitors
- Interacting with real estate licensees, other government agency staff and the public
- Data entry and extensive mail correspondence
- Processing various ADRE forms – including licensing applications review
- Scanning, copying, and filing documents in multiple divisions within the Department

Knowledge, Skills and Abilities:

- Ability to organize, prioritize and perform multiple tasks on a daily basis and work as a team player with several divisions
- Ability to exercise diplomacy when dealing with people in sensitive situations
- Strong oral and written communication skills, as well as the ability to analyze data/ complex information and convey it in a clear concise manner
- Ability to work within deadlines and timeframes according to performance goals
- Extensive use of Microsoft Office products (Word, Publisher, Excel, and Outlook particularly), preferably through MS Office 2010 version.
- Ability to understand written and verbal instructions and complete assigned tasks accurately
- Ability to exercise good judgment in safeguarding confidential and sensitive information
- Extensive experience operating standard office equipment including desktop computers, copiers, scanners, and fax machines.
- Establish and maintain effective, cooperative relationships to conduct work product.

- Experience in the application of Arizona Revised Statutes and Administrative Code, pertaining to the real estate department is preferred, but not required.

Desired Qualifications:

- An Associate's degree or higher from an accredited college or university in business, public administration, or a related degree
- At least 2 years of progressively responsible experience as a Customer Service Representative in a professional environment
- Knowledge of real estate industry and/ or professional experience working in the real estate industry is preferred, but not required.

Salary: Range begins at \$29,000

Qualified applicants shall apply by sending completed resumes to sdobbins@azre.gov

No phone calls or office visits.

This position is not covered by the State Personnel Merit Rules.