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| EMPLOYEE NAME  Name | | | |
| CLASSIFICATION  Office Technician (Typing) | DIVISION/SECTION/UNIT  Licensing Division/Post Licensing/Business Support | | |
| WORKING TITLE  Imaging Technician | GEOGRAPHIC LOCATION  Sacramento | | |
| POSITION NUMBER  414-210-1139-XXX | EFFECTIVE DATE  Month Day, Year | | |
| POSITION TYPE  Rank and File  Supervisor/Manager  Specialist | | TENURE  Permanent | TIMEBASE  Full Time |
| GENERAL STATEMENT  Under general supervision of the Supervising Program Technician II, the Office Technician (Typing) is responsible for effectively interpreting and communicating the laws, rules, regulations and policies of the Department of Real Estate with respect to processing salesperson change applications, as well as assisting with Licensing mail. Additionally, the Office Technician (OT) will be tasked with reviewing and preparing applications for imaging, communicate with the Information Technology Division (ITD) regarding programming issues, and utilize the Department's Enterprise Information System (EIS). The incumbent reports directly to, and receives the majority of assignments from, the Supervising Program Technician II; however, directions and assignments may come from other Supervisors or Managers within the Licensing Division. | | | |
| REQUIREMENTS  Bilingual  Conflict of Interest (COI)  Criminal Offender Record Information (CORI)    License Required  Travel Required  Typing Certificate  Work Week Group E/SE | | | |

**Typing Certificate** – The incumbent in this position must be able to type at least 40 WPM.

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| **Percentage** | **Description of Essential Functions** |
| 40%  15%  15%  15%  10% | Review and process mailing addresses, contact information, and employing broker changes to existing salespersons license records, requested by existing licensees on the Salesperson Change Application (RE 214), ensuring that the application is completed fully and correctly. Review legal documentation, identifying current or former personal/legal names, and process the name change requests. Write letters to licensees regarding deficiencies with the change that is requested and respond to licensee inquiries about requested changes.  Receive, pickup, sort and distribute interoffice and regular mail for several processing sections within the Licensing Division from the Fiscal Operations Division, including sorting into three categories: mail with money, mail without money, and document pending items. In addition, serve as back up to other sections within the Licensing Division with sorting and distributing received mail.  Prepare documents submitted to the Department by applicants and licensees to be scanned and imaged by removing all staples, resizing documents, lightening/darkening documents as needed, and batch documents for scanning/imaging. Count and record Licensing barcoded and non-barcoded paper documents to be scanned and imaged; organize label barcoded, preprinted and non-barcoded paper documents in date received order; file barcoded, preprinted barcoded and non-barcoded paper documents for scanning in batches; and prepare batches of label barcoded, preprinted barcoded and non-barcoded paper documents for scanning into EIS.  Prepare and retrieve completed combination exam/license applications and denied for time applications for scanning by organizing the documents in order and removing all non-essential documents and verifying and copying information from EIS.  Accurately perform data entry/verification of license ID/document types on mixed and label batches to be scanned and imaged. Ensure that all documents have been properly scanned and imaged to the appropriate record as keyed, which will be maintained in EIS and accessible by all Department staff. Type and prepare transfer lists using MS Word to organize and record boxes of paper documents for sending to the State Records Center pursuant to the section’s record retention schedule. Provide Monday morning and monthly imaged document counts and salesperson change application counts to supervisor. |

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| **Percentage** | **Description of Marginal Functions** |
| 5% | Perform other duties as related. |

ADDITIONAL INFORMATION

The Office Technician (Typing) works 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone are essential. The employee must be able to remain in a stationary position 85% of the time, and must occasionally move about inside the office to access files and documents from the filing cabinets and office machinery (i.e. printer, fax machine, copy machine).

This position may be eligible for telework. The amount of telework is at the discretion of the Department and based on current telework policy. While DRE supports telework, in-person attendance may be required based on operational needs. Employees are expected to be able to report to their worksite with minimal notification if an urgent need arises.

The Office Technician (Typing) must possess good communication skills, use good judgment in decision-making, exercise creativity and flexibility in problem identification, manage time and resources effectively, and be responsive to DRE management needs. Dependability, punctuality, and the ability to demonstrate a team-oriented working capability are required in this position. This position also requires strong written and oral communication skills, the ability to evaluate, process and utilize computer skills, and the ability to deal effectively with people.

The Office Technician (Typing) routinely works with sensitive and confidential issues and/or materials and is expected to maintain the privacy and confidentiality of documents and topics pertaining to individuals or to sensitive program matters at all times.

As an Equal Opportunity Employer, all DRE employees are expected to conduct themselves in a professional manner that demonstrates respect for all employees and others they come in contact with during work hours, during work-related activities, and anytime they represent the Department. Additionally, all DRE employees are responsible for promoting a safe and secure work environment, free from discrimination, harassment, inappropriate conduct, or retaliation.

*The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with this classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods or to otherwise balance the workload. Duties of this position are subject to change and may be revised as needed or required.*

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.** (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Equal Employment Opportunity Office.)

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| EMPLOYEE NAME  Employee Name | CLASSIFICATION  Office Technician (Typing) |
| EMPLOYEE SIGNATURE | DATE |

I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.

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| SUPERVISOR NAME  Stacey Navarro | CLASSIFICATION  Supervising Program Technician II |
| SUPERVISOR SIGNATURE | DATE |