



SUPERVISING PROPERTY APPRAISER/INVESTIGATOR (OFFICE OF REAL ESTATE APPRAISERS) *

***Examination is for the Bureau of Real Estate Appraisers**

Examination Code: 6CADD

Department: Department of Consumer Affairs (DCA)

Examination Type: Departmental Open

Final Filing Date: Continuous Filing

CLASSIFICATION DETAILS

Salary – \$7,565.00 - \$9,472.00 per month.

The salary stated in this bulletin may not reflect all pay raises or any additional bonuses.

For more information, view the [classification specification](#).

APPLICATION INSTRUCTIONS

Application Requirements

Your completed Examination/Employment Application (STD. 678 or application) must include: to and from dates (month/day/year), hours worked per week, official job titles/classifications, and duties performed. Applications received without this information may be rejected. Resumes will not be accepted in lieu of a completed application.

Applications will be reviewed to ensure the minimum requirements for participation in this examination are met. Possession of the minimum requirements does not assure a place on the eligible list.

Applications must have an original signature. Your signature on the application indicates that you have read, understood, and possess the minimum qualifications required.

Cut-off Dates and Timely Filing

Applications are accepted continuously throughout the year and will be processed during the administration period following the cut-off dates listed below:

- March 15, 2022
- May 16, 2022
- November 15, 2022

Completed applications and all required documents must be received or postmarked by the cut-off date. Applications postmarked after the cut-off or received via hand delivery or interagency after 5:00 p.m. on the cut-off date will be held and processed in the next administration period. Postmark dates printed on Mobile Bar Codes, such as the Quick Response (QR) Codes available at the USPS, are, not considered postmark dates for the purpose of determining timely filing. Applications must have an original signature. Applications received via email or fax will not be accepted.

Who Should Apply

Applicants who meet the minimum qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken this examination, you may not retake it for nine (9) months.

How to Apply

Complete and submit the following required documents to the address indicated below. Do not submit documents to the California Department of Human Resources (CalHR).

- [Examination/Employment Application \(STD. 678\)](#)
- [Supplemental Application Examination](#)
- [Conditions of Employment - Form 631](#)
- Proof of education/license/certificate, if applicable (copies are acceptable for the purpose of the examination)

Where to Apply

You may send your application package by mail or hand deliver to:

Department of Consumer Affairs
Office of Human Resources
Attn: Examination Services Unit (T. Patel)
1625 North Market Blvd., Suite N-321
Sacramento, CA 95834

Indicate the examination title on your application.

Special Testing Arrangements:

If you require assistance or alternative testing arrangements due to a disability, mark "yes" for Question #10 on the STD. 678 (Rev. 7/2019) and include a completed Accommodation Request form STD. 679. The Examination Services Unit will contact you via telephone or mail to make arrangements.

MINIMUM QUALIFICATIONS

All applicants must meet the education and/or experience requirements as stated on this examination bulletin to be accepted into the examination. Part-time or full-time jobs, regardless of whether paid or volunteer positions, and inside or outside California state service will count toward experience.

Experience applicable to one of the following patterns may be combined, on a proportional basis, with experience applicable to another pattern to meet the total experience requirement.

Either I

Experience: Two years of experience in California state service performing property appraisal duties of a class equivalent to a Senior Property Appraiser/Investigator (Office of Real Estate Appraisers). (Applicants who are within six months of meeting this requirement will be admitted to the examination but must satisfactorily meet the requirement before they can be considered eligible for appointment.)

Or II

Experience: Five years of experience performing real estate appraisals, including technical appraisal reviews, at least one year of which must have been in a full supervisory capacity. and

Education: Equivalent to graduation from college, preferably with an emphasis in real estate, finance, business administration, or economics. (Additional qualifying experience may be substituted for two years of the required education on a year-for-year basis.) [Experience in California state service applied toward Pattern II must include two years performing duties in a class with a level of responsibility not less than that of a Senior Property Appraiser/Investigator (Office of Real Estate Appraisers).]

Must hold in good standing a full license, residential certification or general certification, issued by the Bureau of Real Estate Appraisers (previously named

Office of Real Estate Appraisers). (Applicants who do not hold such a certification but meet the education and experience criteria for general certification will be admitted to the examination and may be appointed but must satisfactorily meet the requirement within six months. Failure to do so may be considered evidence of unsatisfactory progress and cause for rejection during the probationary period.)

POSITION DESCRIPTION

This is the working supervisory level. Incumbents have full supervisory responsibilities to plan, organize, and direct the activities of a staff of appraisers/investigators engaged in the statewide program of real estate appraiser compliance.

POSITION LOCATION

Spot location for Sacramento county only.

EXAMINATION SCOPE

Supplemental Application Examination – Weighted 100%

This examination consists of a Supplemental Application examination and is the sole component of the examination. To obtain a position on the eligible list, a minimum score of 70% must be received.

In addition to evaluating applicants' relative knowledge, skills, and ability, as demonstrated by quality and breadth of education and/or experience, each examination component will be measuring each applicant's:

Knowledge of

1. General appraisal methods, procedures, and terminology.
2. Provisions of the Government Code, Business and Professions Code, California Code of Regulations, and other codes applicable to real estate appraiser licensing and certification.
3. Title XI of the Financial Institutions Reform, Recovery and Enforcement Act (FIRREA) of 1989.
4. Uniform Standards of Professional Appraisal Standards and their application.
5. Investigative techniques and methods used in securing and preserving evidence.
6. Bureau of Real Estate Appraisers (previously Office of Real Estate Appraisers) licensing/certification and compliance policy and procedures.
7. Principles and techniques of personnel management, supervision, and employer-employee relations.

8. Manager's/supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment that is free of discrimination and harassment.
9. Guidelines of the Federal Appraisal Subcommittee and their applications.
10. Administrative and criminal procedures.
11. Departmental administrative goals and policies.
12. Principles, practices, and trends of public and business administration.

Ability to

1. Apply the required knowledge to conduct and complete investigations.
2. Conduct appraisals, appraisal reviews, or other market analyses and research of real property.
3. Develop techniques, methods and skills required to conduct administrative and criminal investigations and draw sound conclusions.
4. Analyze situations accurately and take effective action.
5. Communicate effectively at all times.
6. Clearly and concisely articulate sentences and ideas to varying level of audiences.
7. Conduct all work ethically and with independent judgment.
8. Be flexible in adapting to changes in priorities, assignments and other interruptions which may impact pre-established timelines for completing assignments.
9. Use discretion and diplomacy when responding in writing to the needs, problems or concerns of others.
10. Maintain the confidentiality of sensitive and confidential information (e.g., personnel related issues, projects.)
11. Listen and take accurate notes.
12. Identify information, materials, and resources needed to complete projects and assignments.
13. Compile information from various documents to prepare and summarize in a clear, complete, concise and cohesive, written report.
14. Objectively identify all the facts and implications related to a situation before drawing conclusions and determining courses of action.
15. Reason logically and analytically when completing work assignments.

16. Interpret and explain policies, procedures, rules and/or regulations to employees, the public, vendors and other state agencies.
17. Read correspondence and assess importance relating to formality, nature, pertinence, deadlines and source.
18. Plan, organize and direct the work of a staff engaged in appraiser compliance functions.
19. Develop the skills and abilities of subordinate staff.
20. Resolve complex supervisory problems to meet the goals and objectives of the unit.
21. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

SPECIAL PERSONAL CHARACTERISTICS

Willingness to travel and work odd hours away from the office; integrity and objectivity to conduct all work ethically and with independent judgment; and satisfactory record as a law-abiding citizen.

ELIGIBLE LIST INFORMATION

A departmental open eligible list will be established for DCA. The names of successful competitors will be merged on the list in order of final scores, regardless of date. Competitors' eligibility will expire 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. Applicants must then retake the examination to reestablish eligibility.

Veterans' Preference will be granted for this examination. In accordance with Government Code sections 18973.1 and 18973.5, whenever any veteran, or widow or widower of a veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligible list. Veterans who have achieved permanent civil service status are not eligible to receive veterans' preference.

Veterans status is verified by the CalHR. Information on this program and the Veterans' Preference Application (CALHR 1093) can be found on the [CalHR Veterans Information webpage](#). Additional information on veteran benefits is available at the Department of Veterans Affairs.

Career credits do NOT apply.

PREPARING FOR THE EXAMINATION

Below is a list of information you should gather and available prior to completing your examination package.

Employment History: Employment dates, job titles, organization names and addresses, names of supervisors or persons who can verify your job responsibilities, and phone numbers of persons listed above.

Education: School names and addresses, degrees earned, dates attended, courses taken (verifiable on a transcript), persons or office who can verify education, and phone numbers of persons or offices listed above.

Training: Class titles, certifications received, names of persons who can verify your training, and phone numbers of persons listed above.

TAKING THE EXAMINATION

Supplemental Application Questionnaire Examination: If you meet the minimum qualifications for this classification, your narrative response to the questions on the Supplemental Application Questionnaire will be scored against predetermined rating criteria. You will *not* appear to take an examination.

CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please provide your name and the examination title and contact us at:

Department of Consumer Affairs
Examination Services Unit
1625 North Market Blvd., Suite N-321
Sacramento, California 95834
Phone: (916) 574-8370

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice).
TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

Department of Consumer Affairs website: www.dca.ca.gov

EQUAL OPPORTUNITY EMPLOYER

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right of 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 (includes pregnancy, childbirth, breastfeeding, and related medical conditions), and sexual orientation.

DRUG-FREE STATEMENT

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service, and the special trust placed in public servants.

GENERAL INFORMATION

Examination/Employment Application (STD. 678) forms are available at the California Department of Human Resources, local offices of the Employment Development Department, and through your [CalCareer Account](#).

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be rated against a predetermined job-related rating, and all applicants who pass will be ranked according to their score.

DCA reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all applicants will be notified.

It is the candidate's responsibility to contact the DCA, Examination Services Unit, at (916) 574-8370 three weeks after the cut-off date if he/she has not received a progress notice.

Examination Locations (when applicable): Test locations are determined by the number of candidates and are limited or extended as conditions warrant.

General Qualifications: Applicants must possess essential personal qualifications including integrity, initiative, dependability, good judgement, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the classification. A medical examination may be required. In examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional; 2) departmental promotional; 3) multi-departmental promotional; 4) service wide promotional; 5) departmental open; 6) open. When there are two lists of the same kind, the older list must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Code sections 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference; 2) an entrance examination is defined, under the law, as any open competitive examination; and 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by CalHR. The Veterans' Preference Application (CALHR 1093) is available on [the CalHR Veterans Information webpage](#).

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classifications, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In open, non-promotional examinations, career credits are granted to: 1) state employees with permanent civil service status; 2) full-time employees of the state who are exempt from state civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position; and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code section 3513.

**Department of Consumer Affairs
Supervising Property Appraiser Investigator
Bureau of Real Estate Appraisers**

Name _____	Phone _____
Address _____ _____	(Work) _____ License # _____

Affirmation Security

Completion of this form is a necessary part of the examination process and **must be** submitted along with the Examination/Employment Application (STD.678) and Supplemental Application Questionnaire to the:

**Department of Consumer Affairs
Examination Services (T. Patel)
1625 N. Market Blvd., Suite N-321
Sacramento, CA 95834**

The Examination/Employment Application, Affirmation Security form, and Supplemental Application questionnaire must be returned in order to be accepted into this exam.

Candidates who do not complete this supplemental application will be eliminated from the selection process.

The purpose of the supplemental application questionnaire is to obtain enough job-related information to determine between the well qualified, qualified and not qualified competitors.

Be sure to answer all questions completely and accurately. Some questions ask you to provide specific information so we may evaluate your qualifications. Describe specific, relevant examples from your background. Omitted information cannot be considered or assumed.

I certify that the information provided is accurate and complete to the best of my knowledge. I understand that any falsification may cancel any terms, conditions, or privileges of employment.

Signature

Date signed

**Department of Consumer Affairs
SUPERVISING PROPERTY APPRAISER INVESTIGATOR**

Supplemental Application Package

General Instructions

- Candidates must complete and return the Examination/Employment Application (STD.678) and the entire Supplemental Application Questionnaire Package which includes the Affirmation Security form, General Instructions, and the Supplemental Application Questionnaire.
- Candidates must submit a copy of their Bureau of Real Estate Appraisers License. Application packages without the copy of the license may be rejected from the examination process.
- The questionnaire must be typed, 12-point font. Attachments must have your name and the question identified.
- Do not attach a resume or other materials unless told to do so. A resume will not take place of the questionnaire.
- Do not alter the form in any way. Altered forms or response will not be evaluated.
- You cannot submit this document electronically. Your completed Examination/Employment Application (STD.678) and Supplemental Application Questionnaire Package must be mailed to the following address:

**Department of Consumer Affairs
Examination Services (Attn: T. Patel)
1625 N. Market Blvd., Suite N-321
Sacramento, CA 95834**

FACSIMILES (FAX) WILL NOT BE ACCEPTED UNDER ANY CIRCUMSTANCES.

Supplemental Application Questionnaire

SUPERVISING PROPERTY APPRAISER INVESTIGATOR

I. WORK EXPERIENCE

How many years of full time real property appraisal experience do you have?

0 – 1 year _____

2 – 6 years _____

7 – 11 years _____

12 – 16 years _____

17 or more years _____

Supplemental Application Questionnaire

SUPERVISING PROPERTY APPRAISER INVESTIGATOR

II. ABILITY

The classification of Supervising Property Appraiser Investigator requires several areas of ability to satisfactorily perform in the position. Identify the percentage of appraisal assignments you have completed in each of the following.

Appraisal Experience	Percentage of Appraisal Assignments
One Family	
Two to Four Family	
One to Four Family Land	
Uniform Standards of Professional Appraisal Practice (USPAP) Standard 3 Reviews	
Multi-Family Units or Land (5 or more units)	
Industrial	
Retail	
Office	
Agricultural	
Non-Residential Land	
Other Non-Residential	
Total Percentage	100 Percent

Supplemental Application Questionnaire

SUPERVISING PROPERTY APPRAISER INVESTIGATOR

III. APPRAISAL INVESTIGATION (limited to 1 page, typed, 12-point font)

You are assigned an investigation of an appraisal for Bureau of Real Estate Appraisers (BREAs) in an unfamiliar geographic location and of a property type you have not appraised before. Describe the steps you would take to complete this investigation competently.

Supplemental Application Questionnaire

SUPERVISING PROPERTY APPRAISER INVESTIGATOR

IV. INVESTIGATIONS (limited to 1 page, typed, 12-point font)

Describe investigations that you have completed. (Do not include appraisals or appraisal reviews). Describe your training and/or experience in investigative techniques and processes. Include the following in your response:

- 1. The number of investigations you have completed.**
- 2. The intended use of your investigation(s) and the resolution(s).**
- 3. Specific steps you took to complete the investigation(s).**

Supplemental Application Questionnaire

SUPERVISING PROPERTY APPRAISER INVESTIGATOR

V. EXPERT WITNESS (limited to 1 page, typed, 12-point font)

How many times have you served as an expert witness in a real estate related matter wherein you provided court testimony? Provide examples of your most significant experiences including a brief description of your role for each.

Supplemental Application Questionnaire

SUPERVISING PROPERTY APPRAISER INVESTIGATOR

VI. SUPERVISING EXPERIENCE (limited to 1 page, typed, 12-point font)

How many years of supervisory and/or managerial experience do you have?

Supplemental Application Questionnaire

SUPERVISING PROPERTY APPRAISER INVESTIGATOR

VII. SUPERVISING EXPERIENCE (limited to 1 page, typed, 12-point font)

Describe how you as a supervisor would handle an employee whose performance is not meeting expectations?

DEPARTMENT OF CONSUMER AFFAIRS
CONDITIONS OF EMPLOYMENT FORM 631
SUPERVISING PROPERTY APPRAISER/INVESTIGATOR EXAMINATION

CANDIDATE NAME: _____
(Please Print)

If you are successful in your examination, your name will be placed on the active employment list and certified to fill vacancies according to the conditions you have specified on this form.

Please complete the section below and return with your Supplemental Application to:

Department of Consumer Affairs
Examination Services Unit
Attn: T. Patel
1625 N. Market Blvd., N-321
Sacramento, California 95834

PLEASE CHECK THE BOX NEXT TO THE TYPE OF APPOINTMENT YOU WILL ACCEPT

- ☐ **A PERMANENT OR LIMITED TERM – FULL TIME, PART TIME, OR INTERMITTENT**
- ☐ **C PERMANENT OR LIMITED TERM – FULL TIME ONLY**
- ☐ **M PERMANENT OR LIMITED TERM – PART TIME OR INTERMITTENT ONLY**
- ☐ **D PERMANENT ONLY – FULL TIME ONLY**
- ☐ **K LIMITED TERM ONLY – FULL TIME ONLY**
- ☐ **R PERMANENT – PART TIME OR INTERMITTENT OR LIMITED TERM – FULL TIME, PART TIME, OR INTERMITTENT**

NOTE: Positions exist in Sacramento County only.

PLEASE NOTIFY THE DEPARTMENT OF CONSUMER AFFAIRS EXAMINATION SERVICES UNIT
PROMPTLY OF ANY CHANGES IN YOUR ADDRESS.