



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



CONTINUOUS OPEN EXAMINATION FOR DEPARTMENT OF CONSUMER AFFAIRS

www.dca.ca.gov

The State of California 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 (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the objective of the State of California to achieve a drug-free state workplace. 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.

WHO MAY APPLY Applicants who meet the minimum qualifications stated in this announcement and who have not taken the examination in the last 12 months may apply for this examination.

HOW TO APPLY Please complete and submit the following required documents to the address indicated below. **DO NOT SUBMIT DOCUMENTS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CALHR).**

- [State Application \(STD. 678\)](#)
- [Supplemental Application](#)
- **Proof of education/license/certificate, if applicable (copies are acceptable for the purpose of the exam)**

WHERE TO APPLY **MAIL OR HAND DELIVER TO:**
Department of Consumer Affairs
Office of Human Resources
Attn: Examination Services Unit (S Shea)
1625 North Market Blvd., Suite N-321
Sacramento, CA 95834

SPECIAL TESTING ARRANGEMENTS If you have a disability and need special testing arrangements, mark "yes" for Question #2 on the State Application (STD. 678). The Examination Services Unit will contact you to make special testing arrangements.

CONTINUOUS FILING The Examination Services Unit will accept application packages continuously throughout the year; however, they will only be processed during the administration period. Examinations are scheduled as needs warrant.

Completed applications and all required documents must be received or postmarked by the cut-off date. 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 received via hand delivery or interagency mail after 5:00 p.m. on the cut-off date will be held and processed in the next administration period. State Applications must have an original signature. Applications received via fax will not be accepted.

SALARY RANGE \$7,236.00 - \$9,060.00 per month.

The salaries used in the bulletin may not reflect all pay raises or any additional bonuses.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION It is your responsibility to make sure you meet the minimum qualifications stated on this announcement by the cut-off date. Your signature on the State Application (STD. 678) indicates that you have read, understood, and possess the minimum qualifications required.

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

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

**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; supervise and provide direction to staff in the performance of appraisals, review appraisals, and market research and analysis; evaluate the work performance of professional and technical staff under his/her supervision; perform the most difficult, sensitive, or complex investigations; appear as a witness to present facts and evidence to support administrative action or criminal prosecution at legal or administrative proceedings; act as technical advisor; investigate and recommend administrative citations and fines; provide assistance to high-level staff in the development of policies or procedures or the revision of existing policy or procedures for statewide implementation.

**POSITION
LOCATION**

Spot location for Sacramento only.

**MINIMUM
QUALIFICATIONS**

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 OREA. (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.)

Supplemental Application – Weighted 100%**EXAMINATION
INFORMATION**

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

**EXAMINATION
SCOPE****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. The Uniform Standards of Professional Appraisal Standards and their application.
5. The guidelines of the Federal Appraisal Subcommittee and their applications.
6. Administrative and criminal procedures.
7. Investigative techniques and methods used in securing and preserving evidence.
8. OREA licensing/certification and compliance policy and procedures.
9. Principles, practices, and trends of public and business administration.
10. Principles and techniques of personnel management, supervision, and employer-employee relations.
11. Departmental administrative goals and policies.
12. A 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.

Ability to:

1. Apply the required knowledge.
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. Prepare clear, complete, and concise reports.
 6. Communicate effectively.
 7. Apply the required knowledge.
 8. Plan, organize, and direct the work of a staff engaged in appraiser compliance functions.
 9. Develop the skills and abilities of subordinate staff.
 10. Resolve complex supervisory problems.
 11. 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 the Department of Consumer Affairs. 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.

**VETERANS'
PREFERENCE**

Veterans' preference will be added to the final score of those competitors who are successful in this examination and who qualify for and have requested these points through CalHR. Veterans who have achieved permanent civil service status are not eligible to receive veterans' preference credit.

CAREER CREDITS

Career credits DO NOT apply.

QUESTIONS

If you have any questions concerning this announcement, please contact the Department of Consumer Affairs, Examination Services Unit, 1625 North Market Blvd., Suite N-321, Sacramento, CA 95834, (916) 574-8370.

TDD is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.

From TDD Phones: 1-800-735-2929

From Voice Phones: 1-800-735-2922

GENERAL INFORMATION

The Department of Consumer Affairs 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 competitors will be notified.

It is the candidate's responsibility to contact the Department of Consumer Affairs, Examination Services Unit, at (916) 574-8370 three weeks after the final file date if he/she has not received a progress notice.

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

Applications are available at California Department of Human Resources Offices (www.jobs.ca.gov) and local offices of the Employment Development Department (www.edd.ca.gov).

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be rated and scored according to pre-determined rating criteria. All candidates who pass will be ranked according to their scores.

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

Employment 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, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Codes 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 the California Department of Human Resources (CalHR). The Veterans' Preference Application (CALHR 1093) is available at www.jobs.ca.gov/CalHRPublic/Landing/Jobs/VeteransInformation.aspx.

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 classes, 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 _____
	(Work) _____
Address _____	License # _____

Affirmation Security

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

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

State 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 State 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 package 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 State Application and Supplemental Application Questionnaire Package must be mailed to the following address:

**Department of Consumer Affairs
Examination Services (Attn: S. Shea)
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 (BRE) 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.

<p style="text-align: center;">Supplemental Application Questionnaire</p> <p style="text-align: center;">SUPERVISING PROPERTY APPRAISER INVESTIGATOR</p>
--

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: S. Shea
1625 N. Market Blvd., N-321
Sacramento, California 95834

PLEASE CHECK ONE BOX ONLY 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.