

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



**OPEN EXAMINATION FOR DEPARTMENT OF  
CONSUMER AFFAIRS**

[www.dca.ca.gov](http://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 submit a **State Application (STD 678), Supplemental Application, and proof of education (unofficial copies ok)** to the address indicated below. **DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CALHR).** The State Application and Supplemental Applications are available by clicking on the following links:

- [State Application \(STD 678\)](#)
- [Supplemental Application](#)

**WHERE TO APPLY**

**MAIL OR HAND DELIVER TO:**

Department of Consumer Affairs  
Office of Human Resources  
Attn: Selection Services (Layla Killion)  
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" on Question #2 on the State Application (STD. 678). The Selection Services & Recruitment Unit will contact you to make special testing arrangements.

**CONTINUOUS  
FILING**

Applications will be accepted on a continuous basis. Examinations will be scheduled as needs warrant.

**SALARY RANGE**

\$6463 - \$8093 per month.

\*Salary reflects the increase effective 10/01/2016.

The salaries used in the bulletin may not reflect all pay raises or any additional bonuses. You should verify the salary level(s) with the department personnel office before making any commitments.

**REQUIREMENTS  
FOR ADMITTANCE  
TO THE  
EXAMINATION**

It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application to the address above. Your signature on your State Application (STD. 678) indicates that you have read, understood, and possess the basic qualifications required.

**NOTE:** All State Applications (STD. 678) must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. State Application (STD. 678) received without this information will 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  
INFORMATON**

Positions exist for Sacramento County Only. Career credits do not apply.

**MINIMUM  
QUALIFICATIONS**

Experience applicable 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.)

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

This examination will consist of a Supplemental Application, and is the sole component of the Supervising Property Appraiser/Investigator (Office of Real Estate Appraisers) 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.

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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.
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**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.

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**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 onto the list. Competitor's eligibility will expire 24 months after it is established

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**VETERANS  
PREFERENCE  
POINTS**

Veteran's preference credit 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 California Department of Human Resources (CalHR). Veterans who have achieved permanent civil service status are not eligible to receive veterans' preference credit.

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**QUESTIONS**

If you have any questions concerning this announcement, please contact Layla Killion at the Department of Consumer Affairs, Selection Services and Recruitment 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

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**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, Selection Services and Recruitment 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 [www.jobs.ca.gov](http://www.jobs.ca.gov), local offices of the Employment Development Department and the Department of Consumer Affairs.

**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). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

**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.

**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  
Selection Services (L. Killion)  
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

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**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  
Selection Services (Attn: L. Killion)  
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   |                                     |
| <b>Total Percentage</b>   | <b>100 Percent</b>                  |



## **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.**

**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  
Selection Services & Recruitment Unit  
Attn: Layla Killion  
1625 N. Market Blvd., N-321  
Sacramento, California 95834

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**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.**

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PLEASE NOTIFY THE DEPARTMENT OF CONSUMER AFFAIRS SELECTION SERVICES AND RECRUITMENT UNIT PROMPTLY OF ANY CHANGES IN YOUR ADDRESS OR AVAILABILITY FOR EMPLOYMENT.