Associate Property Agent

Examination Announcement

Open Examination for the Following Location(s):

Headquarters - Sacramento

Final Filing Date: Continuous Filing

Salary: $4,600.00 - $5,758.000

EEO

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 veterans 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.

WHO SHOULD APPLY?

Candidates who meet the minimum qualifications as stated may apply for this examination. Once you have taken the examination, you may not reapply for twelve (12) months. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

FILING INSTRUCTIONS

Applicants may apply via mail or hand deliver the application and Qualifications Assessment to the Human Resources Division at the address listed below. Applications (STD. 678) are available at CalHR's website www.jobs.ca.gov .

The Qualifications Assessment for **Associate Property Agent** can be downloaded from the California Department of Veterans Affairs web site at: www.calvet.ca.gov or copies may be obtained by calling (916) 653-2535, or by going to the address listed above.

California Department of Veterans Affairs (CalVet)
Attn: Associate Property Agent
1227 O Street, Room 404
Sacramento, CA 95814

The Qualifications Assessment for Associate Property Agent and the Standard State Application (STD 678) are included in this examination bulletin package. Please ensure that all attached documents are completed in their entirety before submitting to the address listed above.

NOTE: Only applications with original signature will be accepted. Facsimiles (FAX) or emailed applications will not be accepted under any circumstances.

Submit applications only to the address indicated above. Do not submit to the California Department of Human Resources (CalHR).

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, mark the appropriate box on the "Examination Application". You will be contacted to make special arrangements.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin by the final filing date. Your signature on your application indicates that you have read, understood, and possess the qualifications required.

NOTE: Applications/resumes **MUST** contain the following information: "to" and "from" dates (month/day/year), time base, civil service class title(s), and range, if applicable. College course information **MUST** include: title, semester or quarter credits, name of institution, completion dates, and degree (if applicable).

Applications/resumes received without this information may be rejected.

MINIMUM QUALIFICATIONS

EITHER I

Two years of experience in the California state service performing the duties comparable to an Assistant Property Agent. (Persons with 18 months of qualifying experience may be admitted to the examination, but they must satisfactorily complete two years of such experience before they can be considered eligible for appointment.)

OR II

Four years of experience within the last ten years acquired in one or a combination of the following types of work in a governmental agency, bank, title and trust, savings and loan, insurance, real estate or similar organization lending on or acquiring real property: (1) property appraisal; or (2) building cost estimation; or (3) evaluation of qualifications of applicants for real estate mortgage credit; or (4) examination and interpretation of property titles.

(Experience in real estate sales or transfers will not be considered equivalent to the appraisal and valuation work referred to in this requirement.) (At least two years of this experience must have been at a level in responsibility to an Assistant Property Agent in the California state service.) **AND**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

POSITION DESCRIPTION

This is the journeyperson level. At this level agents are fully qualified, under direction, to appraise all types of home and farm properties and recommend disposition of Cal-Vet loan applications. Incumbents may perform technical review of documents to secure marketable title to property and direct issuance of escrow instructions for purchase or sale of property. Associates also participate in the most difficult aspects of contract servicing relating to payment of property taxes, fire and hazard insurances, disaster indemnity, life and disability insurance coverage and claims, delinquent loan accounts, improvement loans and consents to encumber processing. Agents at this level review appraisals and loan-related recommendations made by staff at lower levels and field review appraisals in unique and problem cases. Incumbents may serve in a lead capacity for training purposes and may assist Senior and Supervising Agents in the development of community relations. Associate level agents may also be assigned to provide itinerant services in geographic areas remote from district offices.

ELIGIBLE LIST INFORMATION

Names of successful competitors are merged onto the list in order of final scores, regardless of date. Eligibility expires after 12 months unless the needs of the services and conditions of the list warrant a change in this period. The resulting eligible list will be used to fill vacancies at the Headquarters Office in Sacramento.

EXAMINATION INFORMATION

Qualifications Assessment—Weighted 100%

This examination will consist of a Qualifications Assessment weighted 100%. Candidates must attain an overall minimum score of 70% in order to be placed on the eligible list.

NOTE: It is especially important that each applicant take special care to accurately and completely fill out their application, List all experience relevant to the "Minimum Qualifications" shown on this announcement.

CANDIDATES WHO DO NOT COMPLETE OR SUBMIT THE QUALIFICATIONS ASSESSMENT WILL BE DISQUALIFIED.

SPECIAL PERSONAL CHARACTERISTICS

Interest in and aptitude for real property appraisal and management, a willingness to work irregular hours and to travel to all parts of the State, and possession of a valid California driver's license; applicants who do not possess this license will be admitted to the examination but must secure the license prior to appointment.

KNOWLEDGE & ABILITIES

Knowledge of:

1. Basic principles of land economics.
2. General concepts and practices in property appraisal and building construction.
3. Principles, methods and techniques involved in real property appraisal.
4. Provisions of the Military and Veterans Code as it relates to real property.
5. Legal procedures and documents involved in real property transactions.
6. Real property law.
7. Common methods of describing real property.
8. Property values and the effect of social, economic and political trends upon value, price and cost of improvements.
9. Provisions of the Military and Veterans Code and departmental rules relating to the purchase of farms and homes for veterans.
10. California real estate law and practice.
11. Principles and methods of appraisal, title examination, building plans analysis, minimum property standards, and building codes relating to acquisition of property for veterans.
12. Materials, methods, equipment, and practices used in the construction and inspection of single-family dwellings.
13. Principles of functional planning, design, and plot planning for residences.
14. Identification of structural instability and hazards to real property.
15. Legal procedures, instruments, and terminology used in purchasing, selling, renting, leasing, and repossessing real property.
16. Basic training methods and principles of supervision.

Ability to:

1. Gather, assemble, and analyze data.
2. Make mathematical computations.
3. Gain and maintain confidence and cooperation of persons contacted in the work.
4. Speak and write effectively.
5. Analyze situations accurately and adopt an effective course of action.
6. Prepare correspondence and reports.
7. Make complex appraisals, construction examinations, plans analyses and insurance claims adjustments.
8. Manage, restore and dispose of repossessed properties.
9. Work independently and render itinerant service in an area remote from Headquarters or district offices.
10. Effectively train and serve as a lead person for lower level Property Agents.

VETERANS PREFERENCE

Veterans preference credits 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. **VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS CREDITS.**

IMPORTANT CHANGES – EFFECTIVE JANUARY 1, 2014

Assembly Bill 372, signed into law by Governor Brown on August 12, 2013, changes the way the Veterans Preference process is administered by the State of California. **Veterans Preference will be awarded as follows, starting on January 1, 2014:**

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 veteran's preference.
2. An entrance examination is defined, under the law, as any open competitive examination.
3. Veterans Preference is not granted once a person achieves permanent civil service status.

HOW TO APPLY FOR VETERANS PREFERENCE

The California Department of Human Resources (CalHR) has information on how to apply for Veterans Preference on their website at www.jobs.ca.gov and on the Application for Veterans Preference form (CalHR 1093). Additional information is also available at the Department of Veterans Affairs website at www.calvet.ca.gov.

CONTACT INFORMATION

For additional information regarding this examination, please contact the Department of Veterans Affairs (CalVet Examination Unit at (916) 653-2535.

DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification: Associate Property Agent

GENERAL INFORMATION

The Department of Veterans Affairs (CalVet) reserves the right to revise the examination plan to better the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

It is the candidate's responsibility for an examination without a written feature to contact the Department of Veterans Affairs (CalVet) three weeks after the final filing date if he/she has not received any notification.

It is the candidate's responsibility for an examination with a written feature to contact the Department of Veterans Affairs (CalVet) six weeks after the final filing date if he/she has not received any notification.

If a candidate's notice of oral interview fails to reach him/her 3 days prior to their scheduled appointment date due to a verified postal error, he/she will be rescheduled upon written request. It is the candidate's responsibility to contact the CalVet at (916) 653-2535.

Examination Locations: Locations of interviews may be limited or extended as conditions warrant.

Examination Applications are available at www.jobs.ca.gov, CalHR State Jobs Center, State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

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 compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and/or contact the testing department.

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.

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 must be used first.

Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at www.spb.ca.gov.

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

College Education: The qualifications meeting the requirement "Equivalent to graduation from college" means satisfaction of the requirements for the bachelor's degree from an accredited, recognized institution of higher education. This means the applicant must show receipt of a bachelor's degree. Acceptable college course work must be from an accredited, recognized institution approved by the California Superintendent.

TTD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTD Device. California Relay Service (Telephone) for the deaf or hearing impaired. From TDD phones: 1-800- 735-2929 or from voice phone: 1-800-735-2922.

Department of Veterans Affairs (CalVet), Examination, 1227 O Street, Room 404, Sacramento, CA 95814
Phone: (916) 653-2535 Website: www.calvet.ca.gov

Qualifications Assessment Examination Instructions

EXAMINATION INFORMATION

All parts of this examination belong to the Department of Veterans Affairs.

HOW TO COMPLETE YOUR QUALIFICATIONS ASSESSMENT EXAMINATION

- Read the instructions on the Qualifications Assessment Examination ***carefully*** before you begin.
- A Standard State Application (STD. 678) must be included with this Qualifications Assessment.
- Please note that your overall score will be determined solely by the information you provide on this Qualifications Assessment Examination. Information on your application will not be used to determine your final score.
- Please utilize the checklist below to complete the 4 sections in the examination.

☐ Section 1: Employment/Education Verification

- Provide any previous and current Employment and/or Education information.
- Use the Employment/Education Verification information to complete Sections 2 and 3.

☐ Section 2: Task Ratings

- ***COMPLETE ONLY ONE OF THE FOLLOWING FOUR SECTIONS IN WHICH THE EXTENT OF YOUR EXPERIENCE APPLIES. NOTE YOU WILL ONLY BE SCORED ON ONE OF THESE SECTIONS.***
  - ***DEFAULT SERVICING – Page 5***
  - ***LOAN PROCESSING - Page 10***
  - ***LOAN SERVICING – Page 14***
  - ***INSURANCE – Page 18***
- EXPERIENCE/EDUCATION Column: Using the Experience/Education Scale, provide the number that corresponds with the total number of years you have performed the item.
- FREQUENCY column: Using the Frequency Scale, provide the number that corresponds with the number of times you have performed the item.
- VERIFICATION column: Mark the appropriate Verification Employment and/or Education box that corresponds to the answers you provided under the Experience/Education and Frequency column for each item.

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than five years **3** - More than three years and up to five years **2** - More than one year and up to three years **1** - More than six months and up to one year **0** - Zero to six months	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)	
1.	Develop Human Resources training curriculum (e.g. classification & pay, exam development, survey) to ensure a comprehensive class using PowerPoint, manuals, and handouts.		2	2	☒ Emp A ☐ Emp B ☐ Emp C ☐ Emp D ☐ Emp__	☐ Edu A ☐ Edu B ☐ Edu C ☐ Edu D
2.	Develop training exercises utilizing books, team building concepts, fill-in-the-blanks, and question/answer exercises in order to assist the students comprehend the materials.		2	1	☒ Emp A ☐ Emp B ☐ Emp C ☐ Emp D ☐ Emp__	☒ Edu A ☐ Edu B ☐ Edu C ☐ Edu D

Qualifications Assessment Examination Instructions

☐ Section 3: Knowledge, Skills, and Abilities (KSAs) Ratings

- ***REGARDLESS OF THE TASK SECTION BEING COMPLETED IN #2, ALL KSA STATEMENTS NEED TO BE COMPLETED IN ORDER TO BE SCORED.***
- EXPERIENCE/EDUCATION column: Using the Experience/Education Scale, provide the number that corresponds with the total number of years you have applied the item.
- VERIFICATION column: Mark the appropriate verification Employment and/or Education box for each item that corresponds to the answers you provided under the Experience/Education column for each item.

ITEM	EXPERIENCE / EDUCATION SCALE I have applied this knowledge, skills, and/or abilities for: **4** - More than five years **3** - More than three years and up to five years **2** - More than one year and up to three years **1** - More than six months and up to one year **0** - Zero to six months	EXPERIENCE / EDUCATION	VERIFICATION Employment (Emp)/ Education (Edu)	
3.	Knowledge of training techniques to ensure informative and engaging discussions for various audiences.	3	☒ Emp A ☐ Emp B ☐ Emp C ☐ Emp D ☐ Emp__	☒ Edu A ☐ Edu B ☐ Edu C ☐ Edu D
4.	Ability to effectively conduct and convey training objectives to audiences with varying levels of understanding.	2	☒ Emp A ☐ Emp B ☐ Emp C ☐ Emp D ☐ Emp__	☐ Edu A ☐ Edu B ☐ Edu C ☐ Edu D

☐ Section 4: Conditions of Employment

- Mark the type of Appointment and Locations in which you are willing to work.

☐ Signature

- Failure to include an original signature on page 3 of the examination may result in disqualification.

NOTE: INCORRECT MARKS OR BLANK RESPONSES WILL NOT BE SCORED AND MAY AFFECT YOUR OVERALL SCORE OR RESULT IN DISQUALIFICATION FROM THIS EXAMINATION.

An example on how to fill out the Qualifications Assessment Examination has been provided on the next page. For additional information on completing the Qualifications Assessment Examination, **please click here**.

Please submit your completed Qualifications Assessment Examination, along with a State Application (STD. 678) as follows:

Mail or Hand Deliver to:

DEPARTMENT OF VETERANS AFFAIRS
EXAMINATION UNIT
1227 O STREET, ROOM 404
SACRAMENTO, CA 95814
(916) 653-2535

SAMPLE

CALVET
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS

Training Program Specialist

Qualifications Assessment Examination

Read instructions carefully

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The Training Program Specialist examination consists of a Qualifications Assessment Examination used to evaluate your education, training, and experience. The eligible list resulting from this examination process will be used by the Department of Veterans Affairs to fill their existing positions.

This Qualifications Assessment Examination will account for 100% of the weight of your examination for this classification. Therefore, please be sure to follow the instructions carefully.

Candidate's Name: John Doe

Social Security Number: 555-00-5555

Address: 1123 Mather Road, Sunny City, CA 91215

*****In order to expedite the examination process, your phone numbers are required*****

Home Phone Number: 123-555-555

Work Phone Number: 123-456-7890

Cellular Phone Number: 123-233-4455

Section 1: Employment/Education Verification

Include any previous and current Employment and/or Education information that may apply to this examination. You will use this information to complete Sections 2 and 3.

Contact may be made to confirm that you have paid or unpaid experience pertaining to the duties and requirements listed in this examination. List all Employment and/or Education information that applies.

EMPLOYMENT
Employment A

Job Title: Training Coordinator
Organization Name and Address: ABZ Corporate Agency, 123 Oak Ave, Sacramento, CA 95814
Dates Worked: From: 7/1/2010 To: 7/30/2013
Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: Dana Clark
Contact Phone Number(s) of the above Individual(s): 555-565-5656

EDUCATION
Education A

School Name and Address: University of California, Sunny City
Degree(s) Earned: Business Administration with Concentration in Communications
Date(s) Attended: From: 9/1/2005 To: 5/1/2010

SAMPLE

Section 2: Task Ratings

Instructions:
Respond to each of the following items by indicating how the statement applies to you. You are required to respond to every item.

Using the scales (Experience/Education, Frequency, Verification) provided below, you will rate your experience performing specific job-related tasks.

In responding to each item, use the information you listed in **Section 1: Employment/Education Verification**.
Please reference any paid and/or unpaid experience (e.g., employment, education, volunteer work).

For items 1-2, provide responses regarding your:

- **"Experience/Education" –** Using the Experience/Education rating scale identify the corresponding number for the amount of time, based on your experience and/or education that you have performed the item, and write that number in the Experience/Education box. Please complete this for each item.
- **"Frequency" –** Using the Frequency rating scale identify the corresponding number of times you have performed the item, and write that number in the Frequency box. Please complete this for each item.
- **"Verification" –** Mark the "Emp" and "Edu" boxes that match your employment and/or education listed in **Section 1: Employment/Education Verification.**
  Please reference any paid and/or unpaid experience (e.g., employment, education, volunteer work).
  - Ensure you have marked at least one box for each item in the Verification column.
  - Make sure the Verification column is marked correctly for the Employment/Education you indicated.

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than five years **3** - More than three years and up to five years **2** - More than one year and up to three years **1** - More than six months and up to one year **0** - Zero to six months	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
1.	Develop Human Resources training curriculum (e.g. classification & pay, exam development, survey) to ensure a comprehensive class using PowerPoint, manuals, and handouts.		2	2	☒ Emp A ☐ Emp B ☐ Emp C ☐ Emp D ☐ Emp__ ☐ Edu A ☐ Edu B ☐ Edu C ☐ Edu D
2.	Develop training exercises utilizing books, team building concepts, fill-in-the-blanks, and question/answer exercises in order to assist the students comprehend the materials.		2	1	☒ Emp A ☐ Emp B ☐ Emp C ☐ Emp D ☐ Emp__ ☒ Edu A ☐ Edu B ☐ Edu C ☐ Edu D

SAMPLE

Section 3: Knowledge, Skills, and Abilities (KSAs) Ratings

Instructions:
Respond to each of the following items by indicating how the statement applies to you. You are required to respond to every item.

Using the scales (Experience/Education and Verification) provided below, you will rate your experience in accordance to specific job-related knowledge, skills, and/or abilities.

In responding to each item, use the information you listed in **Section 1: Employment/Education Verification**.
Please reference any paid and/or unpaid experience (e.g., employment, education, volunteer work).

For items 3-4, provide responses regarding your:

- **"Experience/Education" –** Using the Experience/Education rating scale identify the corresponding number for the amount of time, based on experience and/or education that you have applied the item, and write that number in the Experience/Education box. Please complete this for each item.
- **"Verification" –** Mark the "Emp" and "Edu" boxes that match your employment and/or education listed in **Section 1: Employment/Education Verification.**
  Please reference any paid and/or unpaid experience (e.g., employment, education, volunteer work).
  - Ensure you have marked at least one box for each item in the Verification column.
  - Make sure the Verification column is marked correctly for the Employment/Education you indicated.

ITEM	EXPERIENCE / EDUCATION SCALE I have applied this knowledge, skills, and/or abilities for: **4** - More than five years **3** - More than three years and up to five years **2** - More than one year and up to three years **1** - More than six months and up to one year **0** - Zero to six months	EXPERIENCE / EDUCATION	VERIFICATION Employment (Emp)/ Education (Edu)
3.	Knowledge of training techniques to ensure informative and engaging discussions for various audiences.	3	☒ Emp A ☐ Emp B ☐ Emp C ☐ Emp D ☐ Emp__ ☒ Edu A ☐ Edu B ☐ Edu C ☐ Edu D
4.	Ability to effectively conduct and convey training objectives to audiences with varying levels of understanding.	2	☒ Emp A ☐ Emp B ☐ Emp C ☐ Emp D ☐ Emp__ ☐ Edu A ☐ Edu B ☐ Edu C ☐ Edu D

SAMPLE

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SAMPLE

CALVET
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS

Associate Property Agent

Qualifications Assessment

Read instructions carefully

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The Associate Property Agent examination consists of a Qualifications Assessment Examination used to evaluate your education, training, and experience. The eligible list resulting from this examination process will be used by the Department of Veterans Affairs to fill their existing positions.

This Qualifications Assessment Examination will account for 100% of the weight of your examination for this classification. Therefore, please be sure to follow the instructions carefully.

Candidate's Name: _____

Social Security Number: _____

Address: _____

*****In order to expedite the examination process, your phone numbers are required*****

Home Phone Number: _____

Work Phone Number: _____

Cellular Phone Number: _____

Section 1: Employment/Education Verification

Include any previous and current Employment and/or Education information that may apply to this examination. You will use this information to complete Sections 2 and 3.

Contact may be made to confirm that you have paid or unpaid experience pertaining to the duties and requirements listed in this examination. List all Employment and/or Education information that applies.

EMPLOYMENT

Employment A

Job Title: _____

Organization Name and Address: _____

Dates Worked (mm/dd/yyyy): From: _____ To: _____

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____

Contact Phone Number(s) of the above Individual(s): _____

Employment B

Job Title: _____

Organization Name and Address: _____

Dates Worked (mm/dd/yyyy): From: _____ To: _____

Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____

Contact Phone Number(s) of the above Individual(s): _____

Employment C

Job Title: _____
Organization Name and Address: _____
Dates Worked (mm/dd/yyyy): From: _____ To: _____
Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____
Contact Phone Number(s) of the above Individual(s): _____

Employment D

Job Title: _____
Organization Name and Address: _____
Dates Worked (mm/dd/yyyy): From: _____ To: _____
Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____
Contact Phone Number(s) of the above Individual(s): _____

Employment E

Job Title: _____
Organization Name and Address: _____
Dates Worked (mm/dd/yyyy): From: _____ To: _____
Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____
Contact Phone Number(s) of the above Individual(s): _____

Employment F

Job Title: _____
Organization Name and Address: _____
Dates Worked (mm/dd/yyyy): From: _____ To: _____
Name of Supervisor(s) or Person(s) Who Can Verify Your Job Responsibilities: _____
Contact Phone Number(s) of the above Individual(s): _____

EDUCATION

Education A

School Name and Address: _____
Degree(s) Earned: _____
Date(s) Attended (mm/dd/yyyy): From: _____ To: _____

Education B

School Name and Address: _____
Degree(s) Earned: _____
Date(s) Attended (mm/dd/yyyy): From: _____ To: _____

Education C

School Name and Address: _____
Degree(s) Earned: _____
Date(s) Attended (mm/dd/yyyy): From: _____ To: _____

Education D

School Name and Address: _____
Degree(s) Earned: _____
Date(s) Attended (mm/dd/yyyy): From: _____ To: _____

<u>CERTIFICATION – IMPORTANT – PLEASE READ CAREFULLY BEFORE SIGNING</u> – if not signed, this Examination may be disqualified.

Before a final score is determined, your responses to exam questions will be verified. An exams manager or personnel staff member may contact the individuals or educational institutions you have provided to confirm job dates, experience, duties, achievements, and/or possession of knowledge, skills, and abilities. Failure to provide adequate employment and/or education information may result in a low score or disqualification from this Examination.

If it is determined at any time that you have made any false or inaccurate representations in any of the information you have provided on this Examination, you may be disqualified from this process, removed from the certification list(s), suffer a loss of State employment, and/or suffer a loss of the right to compete in any future State of California hiring processes. You are solely responsible for the accuracy of the responses provided.

This warning has been provided to protect your rights as a job candidate as well as the rights of the department. Be advised that you are expected to answer truthfully and accurately.

I certify and understand that all statements I have made in this Examination are true and complete to the best of my knowledge and contains no willful misrepresentation of falsifications. Failure to include original signature may result in disqualification.

_____
Signature Date

FILING INSTRUCTIONS:
Please submit your completed Qualifications Assessment Examination and a State Application (STD. 678) as follows:

<u>Mail or Hand Deliver to:</u>

DEPARTMENT OF VETERANS AFFAIRS
EXAMINATION UNIT
1227 O STREET, ROOM 404
SACRAMENTO, CA 95814
(916) 653-2535

Name: _____

MINIMUM QUALIFICATIONS

Each candidate must meet the minimum qualifications on his/her application by the date it is received. If not, the candidate's application in the examination process will be rejected and his/her Qualifications Assessment Examination will not be scored. Please ensure that your State Application (STD. 678) clearly indicates your education, experience, and licensure information reflective of the minimum qualifications for this examination process as stated below:

EITHER I:
Two years of experience in the California state service performing the duties comparable to an Assistant Property Agent. (Persons with 18 months of qualifying experience may be admitted to the examination, but they must satisfactorily complete two years of such experience before they can be considered eligible for appointment.)

OR II:
Experience: Four years of experience within the last ten years acquired in one or a combination of the following types of work in a governmental agency, bank, title and trust, savings and loan, insurance, real estate or similar organization lending on or acquiring real property: (1) property appraisal; or (2) building cost estimation; or (3) evaluation of qualification of applicants for real estate mortgage credit; or (4) examination and interpretation of property titles.

(Experience in real estate sales or transfers will not be considered equivalent to the appraisal and valuation work referred to in this requirement.) (At least two years of this experience must have been at a level in responsibility to an Assistant Property Agent in the California state service.) **AND**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

Please identify the Task Section that you will be completing:

- ☐ Default Servicing – Page 5
- ☐ Loan Processing – Page 10
- ☐ Loan Servicing – Page 14
- ☐ Insurance – Page 18

Name: _____

Section 2: Task Ratings: Default Servicing

Instructions:
Respond to each of the following items by indicating how the statement applies to you. You are required to respond to every item.

Using the scales (Experience/Education, Frequency, Verification) provided below, you will rate your experience performing specific job-related tasks.

In responding to each item, use the information you listed in **Section 1: Employment/Education Verification**.
Please reference any paid and/or unpaid experience (e.g., employment, education, volunteer work).

For items 1-29, provide responses regarding your:

- **"Experience/Education" –** Using the Experience/Education rating scale identify the corresponding number for the amount of time, based on your experience and/or education that you have performed the item, and write that number in the Experience/Education box. Please complete this for each item.
- **"Frequency" –** Using the Frequency rating scale identify the corresponding number of times you have performed the item, and write that number in the Frequency box. Please complete this for each item.
- **"Verification" –** Mark the "Emp" and "Edu" boxes that match your employment and/or education listed in **Section 1: Employment/Education Verification.**
  Please reference any paid and/or unpaid experience (e.g., employment, education, volunteer work).
  - Ensure you have marked at least one box for each item in the Verification column.
  - Make sure the Verification column is marked correctly for the Employment/Education you indicated.

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
1.	Counsel delinquent contract holders.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
2.	Negotiate, prepare and monitor repayment agreements.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
3.	Analyze and process hardship requests, deferrals, and loan term extensions.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
4.	Manage repossessed properties, including rentals, leases and sales.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
5.	Attend and testify on legal trials associated with evictions, bankruptcies, title claims, loan appeals, insurance claims, impound accounts, and other areas.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
6.	Ensure accuracy and compliance with applicable regulations.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
7.	Analyze, reconcile, adjust accounts (delinquent or current), impound accounts, post of payment, review title reports, and make recommendations for action (e.g., collection, cancellation, repossession, etc.).				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
8.	Analyze accounts to ensure accuracy and compliance with applicable regulations.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
9.	Order credit reports and appraisals or Broker Price Opinions.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
10.	Analyze, monitor and input private mortgage insurance claims, United States Department of Veterans Affairs (USDVA) claims, process claims checks, and research, monitor and prepare reports.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
11.	Apply knowledge of federal, private mortgage insurance, VA guarantees, and Ginnie Mae to loan origination, loan underwriting, and loan servicing functions.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
12.	Independently review and analyze credit reports and handle credit reporting issues to determine credit worthiness and financial capabilities, etc.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
13.	Provide customer service to the public/customers, other Agencies, staff, etc. through mail, email, fax, telephone, in person, etc.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
14.	Develop and maintain professional relationships with management, staff, the veteran community, and real estate industry.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
15.	Participate in special projects (e.g., planning, research, reporting, monitoring, etc.) to enhance program operations.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
16.	Attend training programs to improve/enhance professional knowledge and skills.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
17.	Respond and research any inquiries/problems concerning policies and procedures related to current or delinquent loan payments, property tax payments, disclosure statements, loan decisions, and amortization of the loan.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
18.	Analyze accounts and prepare written analyses of the accounts payment histories and make recommendations for issues that arise regarding term extensions, payment issues or the close out of paid in full loans.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
19.	Perform the necessary duties to make corrections to customer accounts as needed.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
20.	Review Grant Deeds or other documents that transfer title and issue Demand For Payoff as requested by title/escrow companies, banks, the loan holder, etc.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
21.	Prepare and update desk manuals, department manuals, reports and research to ensure accuracy and compliance with applicable regulations.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
22.	Understand and adhere to federal, state and department lending industry policies, rules and regulations (e.g., Administrative Manual, Operations Manual, Military and Veterans Code, CalVet Loan Contract and Title 12 of the California Code of Regulations).				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
23.	Perform post-closing review of all recorded and legal documents including the title insurance policies and loan guarantees to confirm adequate coverage, package and ship files for audit, respond to USDVA audit deficiency letters and make corrections as necessary.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
24.	Review and approve all aspects of the preliminary title report (e.g., description, vesting, exceptions, exclusions, plat map).				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
25.	Analyze and review completed appraisals (of residential properties to include condominiums, planned unit developments, mobile homes on land, mobile homes in parks and parks) performed by State licensed certified fee appraisers or staff appraisers.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
26.	Review the verification of income and the applicant's assets, liabilities, and expenses to determine that the applicant meets the Debt to Income Ratios, residual income and qualifying guidelines.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
27.	Provide training for various functions of the unit/division.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
28.	Act as lead with certain delegated authority to provide information, direction and training in the absence of the Manager and/or higher level Property Agent.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
29.	Perform quality control reviews and compliance to verify accuracy and ensure compliance to program standards.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

Section 2: Task Ratings: Loan Processing

Instructions:
Respond to each of the following items by indicating how the statement applies to you. You are required to respond to every item.

Using the scales (Experience/Education, Frequency, Verification) provided below, you will rate your experience performing specific job-related tasks.

In responding to each item, use the information you listed in **Section 1: Employment/Education Verification**.
Please reference any paid and/or unpaid experience (e.g., employment, education, volunteer work).

For items 1-23, provide responses regarding your:

- **"Experience/Education" –** Using the Experience/Education rating scale identify the corresponding number for the amount of time, based on your experience and/or education that you have performed the item, and write that number in the Experience/Education box. Please complete this for each item.
- **"Frequency" –** Using the Frequency rating scale identify the corresponding number of times you have performed the item, and write that number in the Frequency box. Please complete this for each item.
- **"Verification" –** Mark the "Emp" and "Edu" boxes that match your employment and/or education listed in **Section 1: Employment/Education Verification.**
  Please reference any paid and/or unpaid experience (e.g., employment, education, volunteer work).
  - Ensure you have marked at least one box for each item in the Verification column.
  - Make sure the Verification column is marked correctly for the Employment/Education you indicated.

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
1.	Determine veteran qualifications and loan eligibility to meet department's guidelines and ensure accuracy and compliance with applicable regulations.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
2.	Analyze and review loan package, determine needed documentation, and issue appropriate decision letter to ensure the applicant's application is complete.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
3.	Independently review and analyze credit reports and handle credit reporting issues to determine credit worthiness and financial capabilities, etc.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
4.	Order credit reports and appraisals.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
5.	Perform various technical functions related to the preparation and processing of loan documents for purchase (e.g., including escrow instructions, funding, origination, processing, underwriting).				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
6.	Review the verification of income and the applicant's assets, liabilities, and expenses to determine that the applicant meets the Debt to Income Ratios, residual income and qualifying guidelines.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
7.	Apply knowledge of federal, private mortgage insurance, VA guarantees, and Ginnie Mae to loan origination, loan underwriting, and loan servicing functions.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
8.	Review and approve all aspects of the preliminary title report (e.g., description, vesting, exceptions, exclusions, plat map).				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
9.	Analyze and review completed appraisals (of residential properties to include condominiums, planned unit developments, mobile homes on land, mobile homes in parks and parks) performed by State licensed certified fee appraisers or staff appraisers.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
10.	Prepare and maintain various reports related to the preparation and processing of loan documents and funding (e.g., origination, processing, funding, and underwriting).				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
11.	Perform post-closing review of all recorded and legal documents including the title insurance policies and loan guarantees to confirm adequate coverage, package and ship files for audit, respond to USDVA audit deficiency letters and make corrections as necessary.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
12.	Develop and maintain professional relationships with management, staff, the veteran community, and real estate industry.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
13.	Participate in special projects (e.g., planning, research, reporting, monitoring, etc.) to enhance program operations.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
14.	Attend training programs to improve/enhance professional knowledge and skills.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
15.	Respond and research any inquiries/problems concerning policies and procedures related to current or delinquent loan payments, property tax payments, disclosure statements, loan decisions, and amortization of the loan.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
16.	Ensure accuracy and compliance with applicable regulations.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
17.	Perform the necessary duties to make corrections to customer accounts as needed.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
18.	Provide customer service to the public/customers, other Agencies, staff, etc. through mail, email, fax, telephone, in person, etc.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
19.	Prepare and update desk manuals, department manuals, reports and research to ensure accuracy and compliance with applicable regulations.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
20.	Understand and adhere to federal, state and department lending industry policies, rules and regulations (e.g., Administrative Manual, Operations Manual, Military and Veterans Code, CalVet Loan Contract and Title 12 of the California Code of Regulations).				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
21.	Provide training for various functions of the unit/division.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
22.	Act as lead with certain delegated authority to provide information, direction and training in the absence of the Manager and/or higher level Property Agent.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
23.	Perform quality control reviews and compliance to verify accuracy and ensure compliance to program standards.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

Section 2: Task Ratings: Loan Servicing

Instructions:
Respond to each of the following items by indicating how the statement applies to you. You are required to respond to every item.

Using the scales (Experience/Education, Frequency, Verification) provided below, you will rate your experience performing specific job-related tasks.

In responding to each item, use the information you listed in **Section 1: Employment/Education Verification**.
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- **"Verification" –** Mark the "Emp" and "Edu" boxes that match your employment and/or education listed in **Section 1: Employment/Education Verification.**
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  - Ensure you have marked at least one box for each item in the Verification column.
  - Make sure the Verification column is marked correctly for the Employment/Education you indicated.

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
1.	Analyze, reconcile, adjust accounts (delinquent or current), impound accounts, post of payment, review title reports, and make recommendations for action (e.g., collection, cancellation, repossession, etc.).				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
2.	Provide customer service to the public/customers, other Agencies, staff, etc. through mail, email, fax, telephone, in person, etc.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
3.	Independently review and analyze credit reports and handle credit reporting issues to determine credit worthiness and financial capabilities, etc.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
4.	Analyze accounts to ensure accuracy and compliance with applicable regulations.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
5.	Participate in the most difficult aspects of loan servicing relating to posting of payments, property taxes, fire and hazard insurance, disaster indemnity, life and disability insurance coverage and claims, home improvement loans, subordination processing and consent to encumber.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
6.	Respond and research any inquiries/problems concerning policies and procedures related to current or delinquent loan payments, property tax payments, disclosure statements, loan decisions, and amortization of the loan.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
7.	Apply knowledge of federal, private mortgage insurance, VA guarantees, and Ginnie Mae to loan origination, loan underwriting, and loan servicing functions.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
8.	Develop and maintain professional relationships with management, staff, the veteran community, and real estate industry.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
9.	Perform various technical procedures regarding accounts related to all Loan Insurance programs (e.g., reconcile and adjust accounts, prepare replacement cost estimates, input fire and hazard or life and disability premium adjustments, process subordination and/or cost to encumber, analyze and assess programs, formulate reports, etc.).				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
10.	Process subordination and/or cost to encumber property and monitor and review real property, life and disability insurance claims and supervise restorative work.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
11.	Perform post-closing review of all recorded and legal documents including the title insurance policies and loan guarantees to confirm adequate coverage, package and ship files for audit, respond to USDVA audit deficiency letters and make corrections as necessary.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
12.	Analyze accounts and prepare written analyses of the accounts payment histories and make recommendations for issues that arise regarding term extensions, payment issues or the close out of paid in full loans.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
13.	Perform the necessary duties to make corrections to customer accounts as needed.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
14.	Review and process changes in title, vesting or property modifications due to divorce, death, marriage, a revocable living trust, lot line adjustments, Soldiers and Sailors deferrals, etc.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
15.	Review Grant Deeds or other documents that transfer title and issue Demand For Payoff as requested by title/escrow companies, banks, the loan holder, etc.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
16.	Understand and adhere to federal, state and department lending industry policies, rules and regulations (e.g., Administrative Manual, Operations Manual, Military and Veterans Code, CalVet Loan Contract and Title 12 of the California Code of Regulations).				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
17.	Prepare and update desk manuals, department manuals, reports and research to ensure accuracy and compliance with applicable regulations.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
18.	Attend training programs to improve/enhance professional knowledge and skills.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
19.	Participate in special projects (e.g., planning, research, reporting, monitoring, etc.) to enhance program operations				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
20.	Provide training for various functions of the unit/division.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
21.	Act as lead with certain delegated authority to provide information, direction and training in the absence of the Manager and/or higher level Property Agent.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
22.	Perform quality control reviews and compliance to verify accuracy and ensure compliance to program standards.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

Section 2: Task Ratings: Insurance

Instructions:
Respond to each of the following items by indicating how the statement applies to you. You are required to respond to every item.

Using the scales (Experience/Education, Frequency, Verification) provided below, you will rate your experience performing specific job-related tasks.

In responding to each item, use the information you listed in **Section 1: Employment/Education Verification**.
Please reference any paid and/or unpaid experience (e.g., employment, education, volunteer work).

For items 1-15, provide responses regarding your:

- **"Experience/Education" –** Using the Experience/Education rating scale identify the corresponding number for the amount of time, based on your experience and/or education that you have performed the item, and write that number in the Experience/Education box. Please complete this for each item.
- **"Frequency" –** Using the Frequency rating scale identify the corresponding number of times you have performed the item, and write that number in the Frequency box. Please complete this for each item.
- **"Verification" –** Mark the "Emp" and "Edu" boxes that match your employment and/or education listed in **Section 1: Employment/Education Verification.**
  Please reference any paid and/or unpaid experience (e.g., employment, education, volunteer work).
  - Ensure you have marked at least one box for each item in the Verification column.
  - Make sure the Verification column is marked correctly for the Employment/Education you indicated.

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
1.	Effectively assist borrowers with solutions to dilemmas caused by losses of real property, due to fire and other hazards, and make adjustments to properties, including supervision of restorative work, assist borrowers with life claims and disability issues.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
2.	Perform various technical procedures regarding accounts related to all Loan Insurance programs (e.g., reconcile and adjust accounts, prepare replacement cost estimates, input fire and hazard or life and disability premium adjustments, process subordination and/or cost to encumber, analyze and assess programs, formulate reports, etc.).				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
3.	Provide customer service to the public/customers, other Agencies, staff, etc. through mail, email, fax, telephone, in person, etc.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
4.	Process subordination and/or cost to encumber property and monitor and review real property, life and disability insurance claims and supervise restorative work.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
5.	Participate in special projects (e.g., planning, research, reporting, monitoring, etc.) to enhance insurance program operations.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
6.	Attend training programs to improve/enhance professional insurance knowledge and skills.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
7.	Perform the necessary duties to make corrections to customer accounts as needed.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
8.	Prepare and update desk manuals, department manuals, reports and research to ensure accuracy and compliance with applicable regulations.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
9.	Understand and adhere to federal, state and department lending industry policies, rules and regulations (e.g., Administrative Manual, Operations Manual, Military and Veterans Code, CalVet Loan Contract and Title 12 of the California Code of Regulations).				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

ITEM	EXPERIENCE / EDUCATION SCALE I have performed this task for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	FREQUENCY SCALE I have performed this task: **4** - More than 30 times **3** - At least 21-30 times **2** - At least 11-20 times **1** - At Least 1-10 times **0** - 0 times	EXPERIENCE / EDUCATION	FREQUENCY	VERIFICATION Employment (Emp)/ Education (Edu)
10.	Develop and maintain professional relationships with management, staff, the veteran community, and real estate industry.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
11.	Ensure accuracy and compliance with applicable regulations.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
12.	Attend and testify on legal trials associated with evictions, bankruptcies, title claims, loan appeals, insurance claims, impound accounts, and other areas.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
13.	Provide training for various functions of the unit/division				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
14.	Act as lead with certain delegated authority to provide information, direction and training in the absence of the Manager and/or higher level Property Agent.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
15.	Perform quality control reviews and compliance to verify accuracy and ensure compliance to program standards.				☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

Section 3: Knowledge, Skills, and Abilities (KSAs) Ratings

Instructions:
Respond to each of the following items by indicating how the statement applies to you. You are required to respond to every item.

Using the scales (Experience/Education and Verification) provided below, you will rate your experience in accordance to specific job-related knowledge, skills, and/or abilities.

In responding to each item, use the information you listed in **Section 1: Employment/Education Verification**.
Please reference any paid and/or unpaid experience (e.g., employment, education, volunteer work).

For items 1-23, provide responses regarding your:

- **"Experience/Education" –** Using the Experience/Education rating scale identify the corresponding number for the amount of time, based on experience and/or education that you have applied the item, and write that number in the Experience/Education box. Please complete this for each item.
- **"Verification" –** Mark the "Emp" and "Edu" boxes that match your employment and/or education listed in **Section 1: Employment/Education Verification.**
  Please reference any paid and/or unpaid experience (e.g., employment, education, volunteer work).
  - Ensure you have marked at least one box for each item in the Verification column.
  - Make sure the Verification column is marked correctly for the Employment/Education you indicated.

ITEM	EXPERIENCE / EDUCATION SCALE I have applied this knowledge, skills, and/or abilities for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	EXPERIENCE / EDUCATION	VERIFICATION Employment (Emp)/ Education (Edu)
1.	Thorough knowledge of mortgage lending principles and practices.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
2.	Basic knowledge of common methods of describing real property and property values.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
3.	Basic knowledge of property values and the effect of social, economic and political trends upon value, price and cost of improvements.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
4.	Intermediate knowledge of principles, methods, and techniques involved in real estate appraisal and mobile home (on land and in parks) appraisal.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

ITEM	EXPERIENCE / EDUCATION SCALE I have applied this knowledge, skills, and/or abilities for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	EXPERIENCE / EDUCATION	VERIFICATION Employment (Emp)/ Education (Edu)
5.	Thorough knowledge of federal, state, and department rules, laws, regulations and policies as it relates to real estate, real property and mobile homes (on land and in parks).		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
6.	Thorough knowledge of legal procedures, instruments, and terminology used in purchasing, selling, renting, leasing, and repossessing real property.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
7.	Thorough knowledge of documents utilized in loan and real property transactions.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
8.	Working knowledge of California real estate law, real property law and real estate practice.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
9.	Thorough knowledge of the basic functions of all units and offices within the mortgage lending institution.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
10.	Thorough knowledge of the principles and methods of appraisal [e.g., real estate, real property, mobile home (on land and in parks)], and appraisal review.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
11.	Thorough knowledge of common methods of title examination.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
12.	Working knowledge of federal and private mortgage insurance and VA guarantees, Ginnie Mae origination, servicing, procedures, laws, rules, and regulations.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

ITEM	EXPERIENCE / EDUCATION SCALE I have applied this knowledge, skills, and/or abilities for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	EXPERIENCE / EDUCATION	VERIFICATION Employment (Emp)/ Education (Edu)
13.	Basic knowledge of identification of structural instability and hazards to real property.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
14.	Ability to gather, assemble, and analyze data to complete assignment and provide information as appropriate.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
15.	Ability to make mathematical computations (e.g., addition, subtraction, multiplication, division, percentages, etc.) to perform assigned duties.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
16.	Ability to gain and maintain the confidence, and cooperation of persons contacted during the course of work.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
17.	Ability to speak and write effectively.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
18.	Ability to operate a computer and/or other computerized equipment.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
19.	Ability to prepare correspondences and reports.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
20.	Ability to review appraisals, construction examinations, plans analyses, and insurance claim adjustments.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
21.	Ability to work independently with minimal supervision.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Name: _____

ITEM	EXPERIENCE / EDUCATION SCALE I have applied this knowledge, skills, and/or abilities for: **4** - More than seven years **3** - More than five years and up to seven years **2** - More than three years and up to five years **1** - More than one year and up to three years **0** - Zero to one year	EXPERIENCE / EDUCATION	VERIFICATION Employment (Emp)/ Education (Edu)
22.	Ability to effectively train and serve as lead person for lower level staff.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_
23.	Ability to analyze situations accurately and adopt an effective course of action.		☐ Emp A ☐ Edu A ☐ Emp B ☐ Edu B ☐ Emp C ☐ Edu C ☐ Emp D ☐ Edu D ☐ Emp_

Section 4: Conditions of Employment

DEPARTMENT OF VETERANS AFFAIRS
CONDITIONS OF EMPLOYMENT
FORM 631(11/12)

Associate Property Agent
QUALIFICATIONS ASSESSMENT EXAMINATION

Name: _____

If you are successful in this examination, your name will be placed on an active employment list for 12 months and utilized to fill vacancies. Before you mark this form, please consider relocation and distance. If you are not planning to relocate or are not willing to travel to a distant job location, do not select locations that are a great distance from your residence. You may choose multiple locations.

TYPE OF APPOINTMENT YOU WILL ACCEPT

Select at least one of the following types of appointment options:

1. On a permanent basis, I am willing to work:

☐ Full-Time

☐ Part-Time (12 months per year, less than 40 hours/week)

☐ Intermittent (Not more than 1500 hours per year, equivalent to 9 months at 40 hours/week)

2. On a temporary basis, I am willing to work:

☐ Full-Time

☐ Part-Time (12 months per year, less than 40 hours/week)

☐ Intermittent (Not more than 1500 hours per year, equivalent to 9 months at 40 hours/week)

LOCATIONS IN WHICH YOU ARE WILLING TO WORK

☐ Headquarters – Sacramento (3401)

Please notify the Department of Veterans Affairs, Examination Unit promptly of address or location preference changes at 1227 O Street, Room 404, Sacramento CA 95814 or (916) 651-2535.

STATE OF CALIFORNIA - CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

EXAMINATION / EMPLOYMENT APPLICATION

STD. 678 (REV. 10/2013) Page 1

Applications will be processed ONLY for classifications where an examination is in progress and the published final filing date has not passed, or for vacant positions where a department requests an application.

PRINT OR TYPE--PLEASE SEE INSTRUCTIONS ON BACK PAGE

APPLICANT IDENTIFICATION NUMBER (EASY ID)

FIRST 3 LETTERS OF LAST NAME AT BIRTH ☐☐☐ MONTH OF BIRTH ☐☐ DAY OF BIRTH ☐☐ Last 4 DIGITS OF SOCIAL SECURITY NUMBER ☐☐☐☐

EASY ID

APPLICANT'S NAME *(Last)* *(First)* *(M.I.)*

SOCIAL SECURITY NUMBER

MAILING ADDRESS *(Number)* *(Street)* E-MAIL ADDRESS

WORK TELEPHONE NUMBER

(City) *(County)* *(State)* *(Zip Code)*

HOME/VRS/TTY TELEPHONE NUMBER

EXAMINATION(S) OR JOB TITLE(S) FOR WHICH YOU ARE APPLYING

PERSONNEL USE ONLY

ANSWER THE FOLLOWING QUESTIONS:

1. Enter the county in which you would like to take the examination if different from the county of your residence:
2. Do you need reasonable accommodation to take an interview or written test? ☐ **Yes** ☐ **No**
3. Do your religious beliefs prevent you from taking an examination on Saturday? ☐ **Yes** ☐ **No**
4. Are you now employed by the State of California? (If "YES", fill in the information below.) ☐ **Yes** ☐ **No**

   Department: _____ Subdivision _____
5. Have you ever been fired, dismissed, terminated, or had an employment contract terminated from any position for performance or for disciplinary reasons? (Applicants who have been rejected during a probationary period, or whose dismissals or terminations have been overturned, withdrawn [unilaterally or as part of a settlement agreement] or revoked need not answer "Yes".) Refer to the Instructions for further information. If "Yes" to Question #5, give details in the Explanations section. ☐ **Yes** ☐ **No**
6. In addition to English, list any other languages you:
   a. possess verbal fluency in _____
   b. possess written fluency in _____
7. I certify I can type at a speed of _____ words per minute. (For typing applicants only.)

(ANSWER QUESTIONS 8 AND 9 ONLY IF THE EXAMINATION INDICATES THEY ARE REQUIRED.)

8. Do you meet the minimum and/or maximum age requirements? ☐ **Yes** ☐ **No**
9. Do you possess a valid California Driver License? (If "YES", fill in the information below.) ☐ **Yes** ☐ **No**

License # _____ Class: _____ Restrictions: _____

EXPLANATIONS

CERTIFICATION – IMPORTANT – PLEASE READ BEFORE SIGNING – If not signed, this application may be rejected.

I certify under penalty of perjury that the information I have entered on this application is true and complete to the best of my knowledge. I further understand that any false, incomplete, or incorrect statements may result in my disqualification from the examination process or dismissal from employment with the State of California. I authorize the employers and educational institutions identified on this application to release any information they may have concerning my employment or education to the State of California.

APPLICANT'S SIGNATURE DATE SIGNED

APPLICANTS—DO NOT USE THE SPACE BELOW—FOR PERSONNEL USE ONLY

Classes	01	02	03	04	05	06			
WC for Series/Levels									
RC/Flag for Series/Levels									

Flags _ _ _ _ _ _ _ _

WC _ _

CODES ☐ ☐ ☐ ☐ ☐

FOR PERSONNEL USE ONLY	
STATUS ☐ Accepted	☐ REJECTED WC
EXPERIENCE	LICENSE REQUIREMENT
EDUCATION	OTHER
STAFF	DATE PROCESSED

EXAMINATION / EMPLOYMENT APPLICATION

APPLICANT'S NAME *(Last)* *(First)* *(M.I.)* EASY ID

EDUCATION

DID YOU GRADUATE FROM HIGH SCHOOL? ☐ Yes ☐ No

IF NOT, DO YOU POSSESS A GED OR EQUIVALENT? ☐ Yes ☐ No

IF NOT, ENTER THE HIGHEST GRADE YOU COMPLETED

UNIVERSITY OR COLLEGE—NAME AND LOCATION, BUSINESS, CORRESPONDENCE, TRADE OR SERVICE SCHOOL	COURSE OF STUDY	UNITS COMPLETED SEMESTER	UNITS COMPLETED QUARTER	DIPLOMA, DEGREE OR CERTIFICATE OBTAINED	DATE COMPLETED

LICENSES – LIST APPLICABLE LICENSES AND CERTIFICATES INDICATED IN THE EXAMINATION BULLETIN.
(If you are an attorney, please indicate the date you were admitted to the Bar under the Issue Date column, if stated on the examination bulletin.)

LICENSE / CERTIFICATION NUMBER	ISSUE DATE	EXPIRATION DATE	IN THE SPACE BELOW, INDICATE SPECIFIC COURSE REQUIREMENTS NEEDED TO SATISFY REQUIREMENTS FOR THIS EXAMINATION

EMPLOYMENT HISTORY– *Begin with your most recent job. List each job separately.*

FROM *(MM/DD/YY)*	TO *(MM/DD/YY)*	TITLE/JOB CLASSIFICATION *(Include Range or Level, if applicable)*	SUPERVISOR NAME
HOURS PER WEEK	TOTAL WORKED (Years/Months)	COMPANY/STATE AGENCY NAME	SUPERVISOR PHONE NUMBER
SALARY EARNED	PER	ADDRESS	

DUTIES PERFORMED

REASON FOR LEAVING

FROM *(MM/DD/YY)*	TO *(MM/DD/YY)*	TITLE/JOB CLASSIFICATION *(Include Range or Level, if applicable)*	SUPERVISOR NAME
HOURS PER WEEK	TOTAL WORKED (Years/Months)	COMPANY/STATE AGENCY NAME	SUPERVISOR PHONE NUMBER
SALARY EARNED	PER	ADDRESS	

DUTIES PERFORMED

REASON FOR LEAVING

EXAMINATION / EMPLOYMENT APPLICATION

APPLICANT'S NAME *(Last)*	*(First)*	*(M.I.)*	EASY ID

EMPLOYMENT HISTORY *(Continued)*

FROM (M/D/Y)	TO (M/D/Y)	JOB TITLE/CLASSIFICATION (Include Range or Level, if applicable)	SUPERVISOR NAME
HOURS PER WEEK	TOTAL WORKED (Years/Months)	COMPANY/STATE AGENCY NAME	SUPERVISOR PHONE NUMBER
SALARY EARNED	PER	ADDRESS	
DUTIES PERFORMED			
REASON FOR LEAVING			

FROM (M/D/Y)	TO (M/D/Y)	JOB TITLE/CLASSIFICATION (Include Range or Level, if applicable)	SUPERVISOR NAME
HOURS PER WEEK	TOTAL WORKED (Years/Months)	COMPANY/STATE AGENCY NAME	SUPERVISOR PHONE NUMBER
SALARY EARNED	PER	ADDRESS	
DUTIES PERFORMED			
REASON FOR LEAVING			

FROM (M/D/Y)	TO (M/D/Y)	JOB TITLE/CLASSIFICATION (Include Range or Level, if applicable)	SUPERVISOR NAME
HOURS PER WEEK	TOTAL WORKED (Years/Months)	COMPANY/STATE AGENCY NAME	SUPERVISOR PHONE NUMBER
SALARY EARNED	PER	ADDRESS	
DUTIES PERFORMED			
REASON FOR LEAVING			

EXAMINATION / EMPLOYMENT APPLICATION

APPLICANT'S NAME *(Last)*	*(First)*	*(M.I.)*	EASY ID

EMPLOYMENT HISTORY *(Continued)*

FROM (M/D/Y)	TO (M/D/Y)	JOB TITLE/CLASSIFICATION (Include Range or Level, if applicable)	SUPERVISOR NAME
HOURS PER WEEK	TOTAL WORKED (Years/Months)	COMPANY/STATE AGENCY NAME	SUPERVISOR PHONE NUMBER
SALARY EARNED	PER	ADDRESS	

DUTIES PERFORMED

REASON FOR LEAVING

FROM (M/D/Y)	TO (M/D/Y)	JOB TITLE/CLASSIFICATION (Include Range or Level, if applicable)	SUPERVISOR NAME
HOURS PER WEEK	TOTAL WORKED (Years/Months)	COMPANY/STATE AGENCY NAME	SUPERVISOR PHONE NUMBER
SALARY EARNED	PER	ADDRESS	

DUTIES PERFORMED

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DUTIES PERFORMED

REASON FOR LEAVING

EQUAL EMPLOYMENT OPPORTUNITY
(For Examination Use Only)

APPLICANT: To assist the State of California in its commitment to Equal Employment Opportunity, applicants are asked to voluntarily provide the following information. This questionnaire will be separated from the application prior to the examination and will not be used in any employment decisions. Government Code Section 19705 authorizes the California Department of Human Resources to retain this information for research and statistical purposes.

SOCIAL SECURITY NUMBER	AGE	GENDER
	☐ Under 21 (1) ☐ 21 - 39 (3) ☐ 40-69 (6) ☐ 70 and Over (7)	☐ Male ☐ Female

PLEASE CHECK ONE OF THE BOXES THAT BEST DESCRIBES YOUR RACE/ETHNICITY HERITAGE:

ASIAN GROUP	HISPANIC GROUP	PACIFIC ISLANDER GROUP	OTHER GROUPS
☐ Asian Indian (M)	☐ Cuban (C)	☐ Guamanian or Chamorro (R)	☐ Aleut (O)
☐ Cambodian (U)	☐ Mexican/Mexican American (A)	☐ Hawaiian (P)	☐ American Indian/Native American (H)
☐ Chinese (J)	☐ Puerto Rican (B)	☐ Samoan (Q)	☐ Black/African American (F)
☐ Filipino (G)	☐ Other Hispanic/Latino Groups (D)	☐ Other Pacific Islander Group (T)	☐ Eskimo (N)
☐ Japanese (I)			☐ White (E)
☐ Korean (K)			☐ Other Racial Group (X)
☐ Laotian (V)			☐ Choose not to Identify (Z)
☐ Vietnamese (L)			
☐ Other Asian Group (S)			

☐ DISABILITY (Y) —A person with a disability is an individual who: (1) has a physical or mental impairment or medical condition that limits one or more life activities, such as walking, speaking, breathing, performing manual tasks, seeing, hearing, learning, caring for oneself or working; (2) has a record or history of such impairment or medical condition; or (3) is regarded as having such an impairment or medical condition.

☐ MILITARY—A military veteran; a widow or widower of a veteran; or a spouse of a 100% disabled veteran.

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE

INSTRUCTIONS

Read the following instructions carefully before completing this Application. Please complete the Application on a typewriter or personal computer or print in ink. All questions **must** be answered completely and accurately, except as noted. You may be disqualified for any false or misleading statements or for omitting information. The information you furnish will be used to determine your eligibility and/or may be the basis for arriving at your final rating in an examination. During the course of an examination, you may be requested to provide additional information regarding your qualifications, your preference regarding work location, shifts, etc.

Easy ID - You are required to provide the following tracking information on the application. The first three letters of your last name at birth, the month and day of your birth and the last four digits of your social security number. If you have already established an Easy ID in the online system and it is different, please provide that Easy ID.

Social Security Number - Providing this is voluntary in accordance with the Privacy Act of 1974 (PS 93-579). However, if the Social Security Number is not provided, the department administering this examination will be unable to process your application for purposes of granting Veteran's Preference points, Career Credits, written test waivers, or to check for eligibility in promotional examinations.

Home/VRS/TTY Number - Provide your 10-digit home telephone, Video Relay Service (VRS) phone number, or Text Telephone (TTY) phone number.

Examination Title/Job Title - Fill in the exact title of the examination from the examination bulletin. Promotional examinations are only available to those who currently meet the criteria to apply on a promotional basis (i.e., civil service employee, veteran, legislative employee, etc.). If applying for a vacant position, enter the class title of the position/vacancy for which you are applying.

Question 2 - Reasonable Accommodation will be provided to applicants who need assistance to take an interview or written test. If you check "Yes" you will be contacted via telephone or mail to make specific arrangements.

Question 5 - Employment History/Discharges. Question 5 must be answered by all applicants. You must answer "Yes" if you have ever, because of poor performance or misconduct, been fired, dismissed, or terminated from a job, or had an employment contract terminated. Explain any "Yes" answers in the Explanations section. Include the facts in brief, the grounds for any action taken against you, and the circumstances under which you left the position.

In completing this application, you do not need to answer "Yes" to Question 5 if:

- you have been rejected during a probationary period; or
- your employer withdrew the firing, dismissal, termination, or contract termination (either voluntarily or as part of a settlement); or
- a court or administrative agency overturned or revoked the firing, dismissal, termination, or contract termination.

If asked about past employment history by a prospective employer during the hiring process or probationary period, however, applicants are required to tell the truth regarding any firing, dismissal, termination, contract termination or rejection during probationary period, whether or not the action was overturned, revoked, or withdrawn (either voluntarily by the employer or, as part of a settlement agreement). Applicants are also required to provide factually correct information on the Employment History section of the application.

Questions 8 and 9 - These questions should be answered only if the examination bulletin indicates (a) a minimum or maximum age requirement for eligibility; and/or (b) a California Driver License requirement.

Explanations - Use this section to explain the details of any response that requires additional information. Be thorough, and attach additional sheet(s) if needed.

Signature - Your signature and the date signed is required. If the Application is not signed, it may be rejected.

Education - You must include a complete record of your training and educational background. Please read the Requirements section of the examination bulletin carefully for any special educational requirements. If more space is needed, attach additional sheet(s).

Licenses - If the examination bulletin calls for a specific license, professional certificate, or membership in a professional organization, list the full name of the license, certificate or organization, the license number, and the official expiration date of the document or membership.

Experience - You must include a complete list of your paid and/or volunteer work experience **which relates to the qualification requirements specified on the examination bulletin**. List all relevant jobs, during the past 10 years, regardless of duration, including part-time and military service. You should also list volunteer experience and jobs held more than ten years ago if they relate directly to the job for which you are applying. **State employees must list the specific departments for which they worked and indicate the specific civil service class title(s) held**.

Examinations Granting Veteran's Preference Points - If you have not previously applied for and been approved Veteran's Points, you must apply for the points by completing and submitting the Application for Veteran's Preference Form SPB-1093 to California Department of Human Resources.

NOTE: Your completed Application and other examination related information submitted to the department administering this examination becomes confidential information and the property of the State of California as provided by Government Code Section 18934. This Application and other confidential information **will not be returned;** therefore, we recommend that you keep a copy of your completed Application for your personal records. Your rights to inspect your examination papers are set forth in Sections 186-189 of Title 2 of the California Code of Regulations, which can be accessed on the California Department of Human Resources's web site at **www.calhr.ca.gov.**

PLEASE ENTER YOUR NAME ON PAGES 1 THROUGH 4 AND STAPLE ALL PAGES OF THE APPLICATION TOGETHER BEFORE SUBMITTING!