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KENNY C. GUINN
Governor

STATE OF NEVADA

GAIL J. ANDERSON
Administrator

SYDNEY H. WICKLIFFE, C.P.A.
Director



DEPARTMENT OF BUSINESS AND INDUSTRY
REAL ESTATE DIVISION
www.red.state.nv.us

E-300 Maximize the use of the Internet and other technology to make government more accessible and more economical.

Integrated Licensing System (ILS)

The Real Estate Division currently has five mainframe computer programs and 17 in-house programs, which utilize Excel and/or Access, to maintain records for the 16 licenses/permits/certificates it administers and the educational programs it services. The Integrated Licensing System seeks to integrate all licensing procedures into one system which utilizes e-commerce as a means of transaction while simplifying the process, reducing paperwork, and making information accessible and available to the public as well as licensed constituents. The Integrated Licensing System seeks to establish a sound IT environment which is user friendly with data available to the public and licensees via the Division's Web Site.

The Legislature has within the past ten years substantially increased the Real Estate Division's licensing responsibilities to include: the registration of qualified intermediaries for tax-deferred exchanges, the issuance of permits for property management, the issuance of three levels of certificates to property inspectors, and certification for community managers. Real estate growth and development and subsidiary businesses are a significant component of Nevada's economy. It is critical to the state that the Real Estate Division be able to service licensee constituents and the public by improving accessibility and efficiency of its functions.

Major goals of the integrated licensing system:

- To integrate existing licensing functions and processes by creating one licensing/certification/registration application, with sub-parts for individual program requirements;
- To make available selected public information regarding a person holding a license, certification, or registration available on the Internet via a searchable database;
- To allow the public to check the current status of the authority granted by the document of a particular license;
- To encourage the electronic submission of an application and other required forms over the Internet;
- To upload, after appropriate review, information submitted directly into the Division's system, thus reducing paper handling and data entry;
- To simplify the licensing system by reviewing and revising processing procedures and fees;
- To provide "read only" access to licensees of their personal file through a secure system of access;
- For examination and education service providers to provide results in electronic format that can be maintained in a Division database and used to verify compliance and eliminate the need for individual applicants and licensees to provide proof of compliance.

Budget Account 3823
Real Estate Administration

Updated Performance Indicators

	PERFORMANCE INDICATORS	Projected FY 02	Actual FY 02	Projected FY 03	Projected FY 04	Projected FY 05
1.	Licensing - # of examinations	4,675	12,492	9,500	10,000	10,000
2.	Licensing - # licenses issued (All licenses - original & renewal)	10,969	16,694	14,305	17,608	13,499
3.	Projects - Full Registrations (119, 119A, 119B)	150	126	132	138	145
4.	Projects - Registrations Exemptions (119) New and Renewal	573	861	904	949	996
5.	Projects - Owner/Developer Registrations (645)	296	359	370	381	392
6.	Real Estate - Complaints Received	983	809	817	825	833
7.	Real Estate - Investigations Opened	542	410	414	418	422
8.	Real Estate - Complaints Resolved	180	160	162	164	166
9.	Real Estate - Complaints determined Non-Jurisdictional	N/A	234	230	230	230
10.	Real Estate - Property Management Audits	108	35	30	30	30
11.	Appraisal - Cases Opened	40	87	96	106	117
12.	Appraisal - Investigations Completed	50	71	50	55	55
13.	Appraisal - Cases contracted for review & expert testimony	N/A	2	4	1	4

	WORKLOAD INDICATORS	Projected FY 02	Actual FY 02	Projected FY 03	Projected FY 04	Projected FY 05
14.	Projects - NAVs Reviewed	N/A	32	33	35	37
15.	Projects - Water Reports Received	N/A	257	250	250	250
16.	Projects - TOTAL Registrations Reviewed	N/A	1,346	1,406	1,468	1,533
17.	Real Estate - Trust Accounts Submitted for Review (PM)	1,110	1,013	1,033	1,053	1,074
18.	Appraisal - Experience Audits	N/A	10	9	9	9
19.	Appraisal - Education courses submitted	N/A	79	60	60	60

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**Real Estate Division
Budget Account 3820
Office of the Ombudsman for Common-Interest Communities**

Updated Performance Indicators

	PERFORMANCE INDICATORS	Projected FY 02	Actual FY 02	Projected FY 03	Projected FY 04	Projected FY 05
1.	Requests for Assistance (By walk-ins, meetings, incoming correspondence)	2,500	2,055	2,365	2,675	2,985
2.	Alternative Dispute Resolutions (ADR) claims processed	96	70	120	132	145
3.	Educational workshops conducted	60	*22	**27	50	50
4.	Registered Homeowner Associations	N/A	1,396	1,440	1,640	1,840
5.	Number of units registered	N/A	249,000	260,000	265,000	270,000

	WORKLOAD INDICATORS	Projected FY 02	Actual FY 02	Projected FY 03	Projected FY 04	Projected FY 05
6.	Incoming phone calls	N/A	8,614	9,700	10,970	12,407
7.	Outgoing phone calls	N/A	8,329	10,068	11,486	12,877
8.	Total phone calls	N/A	16,943	19,768	22,356	25,284

*Workshops organized by Office of the Ombudsman, provided by volunteers.

**Workshops contracted beginning FY 03

COMMON-INTEREST COMMUNITY SURVEY RESULTS - Summary

By Don Brizzolara (01.21.03)

NUMBER	QUESTION	RESPONSE		ALL RESPONDENTS		SUMNER		SAN RAFAEL		Total w/o Sum/San Raf	
		COUNT	PERCENT	COUNT	PERCENT	COUNT	PERCENT	COUNT	PERCENT	COUNT	PERCENT
1	When you purchased your home were you looking for the advantages and amenities offered by a Common-Interest Community?										
	Yes	5543	69.0	863	77.0	501	78.9	4679	67.6		
	No	2390	31.0	253	23.0	27	21.1	2245	32.4		
	Total Responses	8133	100.0	1121	100.0	128	100.0	6924	100.0		
2a	Do you know how many homes are in your Community?										
	Yes	4700	51.2	420	37.8	93	76.6	3682	52.9		
	No	4004	48.8	692	62.2	30	23.4	5282	47.1		
	Total Responses	8704	100.0	1112	100.0	123	100.0	6964	100.0		
2b	If yes, how many?										
	Median	125		136		147					
	Total Responses	3958		389		92					
3	Prior to receiving this mailing, were you aware the State of Nevada has an Ombudsman in the Real Estate Division to assist homeowners in understanding their rights and responsibilities in Common-Interest Communities?										
	Yes	2593	32.5	312	27.8	49	38.0	2334	33.1		
	No	5502	67.5	809	72.2	50	62.0	4713	66.9		
	Total Responses	8095	100.0	1121	100.0	99	100.0	7047	100.0		
4	Now that you are aware of the Ombudsman's Office, would you use this office to become more aware of your rights and responsibilities in community living?										
	Yes	5093	62.2	675	60.5	74	57.8	4344	62.5		
	No	446	5.4	72	6.5	11	8.6	363	5.2		
	Not sure	2352	32.4	369	33.1	43	33.6	2240	32.2		
	Total Responses	8191	100.0	1116	100.1	128	100.0	6947	99.9		
5	Does your Common-Interest Community Executive Board communicate with residents adequately?										
	Yes	5394	68.4	764	70.7	83	69.7	4547	68.0		
	No	2488	31.6	316	29.3	36	30.3	2156	32.0		
	Total Responses	7882	100.0	1080	100.0	119	100.0	6703	100.0		
6	Are you aware all Common-Interest Community members can contribute to the success of their community through the election process and volunteering process?										
	Yes	7418	90.5	987	88.8	122	94.6	6309	90.7		
	No	773	9.5	125	11.2	7	5.4	646	9.3		
	Total Responses	8191	100.0	1112	100.0	129	100.0	6955	100.0		

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COMMON-INTEREST COMMUNITY SURVEY RESULTS - Summary

By Don Brizzolara (01.21.03)

NUMBER	QUESTION	RESPONSE		ALL RESPONDENTS		SUMMERLIN		SAN RAFAEL		Total w/o Sum/ San/ Raf	
		COUNT	PERCENT	COUNT	PERCENT	COUNT	PERCENT	COUNT	PERCENT	COUNT	PERCENT
7	Would you agree that non-compliance with the Community's governing documents regarding assessments and upholding appearance standards may adversely affect everyone in the community?	Yes		766	94.2	1039	93.6	122	95.3	6495	94.3
		No		476	5.8	71	6.4	6	4.7	393	5.7
		Total Responses		8124	100.0	1110	100.0	128	100.0	6888	100.0
8a	Are you aware the members in a Common-Interest Community have the right to remove the Executive Board through a recall election?	Yes		5022	61.1	591	53.3	95	76.0	4356	62.1
		No		3198	38.9	517	46.7	30	24.0	2651	37.9
		Total Responses		8220	100.0	1108	100.0	125	100.0	6987	100.0
8b	Have members in your Community exercised that right in the past year?	Yes		347	5.1	34	3.8	20	18.7	293	5.0
		No		6373	94.9	866	96.2	87	81.3	5526	95.0
		Total Responses		6720	100.0	894	100.0	107	100.0	5819	100.0
9	Are you aware an Executive Board Member can be held personally liable for knowingly disregarding the Community's governing documents and NRS 116, the law that governs Common-Interest Communities in Nevada?	Yes		2337	28.1	258	23.2	45	33.6	2035	28.8
		No		5754	45.2	879	52.0	47	36.7	3125	44.3
		Not sure		2315	26.7	276	24.8	38	29.7	1961	26.9
		Total Responses		8406	100.0	1114	100.0	128	100.0	7061	100.0
10	By which of the following method is your Common-Interest Community managed?	Management company		3192	47.9	482	43.4	41	32.3	3429	48.8
		Paid employees		1151	13.9	75	6.8	16	12.6	1060	15.1
		Executive board		927	11.2	74	6.7	39	30.7	864	11.6
		Not sure		2327	27.0	479	43.2	31	24.4	1712	24.5
		Total Responses		6597	100.0	1116	100.1	127	100.0	7020	100.0
11	There have been occasions when an owner has failed to remedy certain CC&R's or Rule infractions and then wanted to sell their unit without complying. Do you think it is reasonable to include a "Notice of Non-Compliance" with the disclosure packet information and require the issue(s) be resolved prior to close of escrow?	Yes		6232	76.6	874	79.1	95	75.4	5263	76.3
		No		523	6.4	76	6.9	10	7.9	437	6.3
		Not sure		1377	16.9	155	14.0	21	16.7	1201	17.4
		Total Responses		8132	99.9	1105	100.0	126	100.0	6901	100.0

COMMON-INTEREST COMMUNITY SURVEY RESULTS - Summary

By Don Brizzolara (01.21.03)

NUMBER QUESTION		RESPONSE			ALL RESPONDENTS			SUMMERLIN			SAN RAFAEL			Total w/o Sum/San Raf		
			COUNT	PERCENT	COUNT	PERCENT		COUNT	PERCENT		COUNT	PERCENT		COUNT	PERCENT	
12	What do you feel, if any, are the top three problems facing your Association today? Please number them in priority from 1 through 3.	All & 1st priorities show percent of total responses (vert) for each response.														
Response Number	RANK (from all priorities from all respondents)	RESPONSE	ALL RESPONDENTS			SUMMERLIN			SAN RAFAEL							
R1	1	Lack of participation	23.2	45.1	22.5	41.5	22.1	42.0								
R2	2	Violation of rules	15.1	15.8	19.3	22.5	9.9	7.0								
R3	8	Inadequate funding decisions	5.1	4.7	3.7	2.3	8.1	5.0								
R4	6	Board member personalities or conduct	9.6	9.9	5.8	6.1	14.3	20.0								
R5	5	Lack of enforcement	9.7	4.8	14.0	7.9	9.2	5.0								
R6	3	Lack of volunteers	13.9	5.6	13.2	5.7	10.7	3.0								
R7	7	Management (professional)	6.0	4.1	4.8	3.8	5.1	3.0								
R8	10	Management (on-site employee)	2.2	1.1	1.6	0.6	1.8	3.0								
R9	9	Board acting as management	3.7	1.7	2.2	1.3	7.7	6.0								
R10	4	Unreasonable & inconsistent enforcement	11.4	7.2	13.1	8.3	11.0	6.0								
		Total Responses	18439	6856	2382	906	272	100								
13	What types of litigation, if any, do you believe homeowners should have the right to approve?	RESPONSE	COUNT	PERCENT	COUNT	PERCENT	COUNT	PERCENT	COUNT	PERCENT	COUNT	PERCENT	COUNT	PERCENT		
		Suits against homeowners	1227	9.6	182	10.0	21	10.4	1024	10.4	21	10.4	1024	9.5		
		Suits against vendors or contractors	1510	14.9	275	15.1	26	13.9	1607	13.9	26	13.9	1607	14.9		
		Suits against developers	2235	17.5	331	18.2	29	14.4	1875	14.4	29	14.4	1875	17.4		
		Suits against a municipality	1064	8.3	151	8.3	23	11.4	850	11.4	23	11.4	850	8.3		
		Suits for 1+ unit and/or class actions	1065	8.3	161	8.8	16	7.9	858	7.9	16	7.9	858	8.3		
		Suits exceeding a pre-set budget	1198	9.4	164	9.0	22	10.9	1012	10.9	22	10.9	1012	9.4		
		All of the above	3327	26.0	408	24.1	53	26.2	2836	26.2	53	26.2	2836	26.4		
		None of the above	751	5.9	118	6.5	10	5.0	623	5.0	10	5.0	623	5.8		
		Total Responses	12777	99.9	1830	100.0	202	100.1	10755	100.1	202	100.1	10755	100.0		

COMMON-INTEREST COMMUNITY SURVEY RESULTS - Summary

By Don Brizzolara (01.21.03)

NUMBER	QUESTION	RESPONSE		ALL RESPONDENTS		SUMMERLIN		SAN RAFAEL		Total w/o Sim/San Raf	
		COUNT	PERCENT	COUNT	PERCENT	COUNT	PERCENT	COUNT	PERCENT	COUNT	PERCENT
14	Are you aware that NRS 116 requires the Developer to turn over specific plans, documents and funds to the Common-Interest Community within 30 days after transition to homeowner control?										
	Yes	2689	33.6	345	31.7	54	44.3	2290	33.7		
	No	5319	66.4	743	68.3	68	55.7	4505	66.3		
	Total Responses	8008	100.0	1088	100.0	122	100.0	6795	100.0		
15	If homes were readily available, not within a Common-Interest Community, would you prefer to live without the governing document requirements?										
	Yes	2119	26.4	199	18.2	25	21.1	1894	27.9		
	No	3161	42.2	570	52.2	51	49.6	2750	40.5		
	Not sure	2812	31.4	312	29.5	36	29.3	2154	31.7		
	Total Responses	8092	100.0	1081	99.9	113	100.0	6798	100.1		
16	Where do you live?										
	Henderson	1512	18.5	66	0.8	2	0.0	1454	17.7		
	Las Vegas City	3380	41.2	702	8.6	74	0.9	2604	31.7		
	Unincorporated Clark County	1245	15.2	140	1.7	40	0.5	1065	13.0		
	North Las Vegas	354	4.3	25	0.3	7	0.1	321	3.9		
	Reno/Sparks	372	4.5	14	0.2	0	0.0	358	4.4		
	Washoe County	110	1.3	5	0.1	0	0.0	105	1.3		
	Douglas County	6	0.1	0	0.0	0	0.0	6	0.1		
	Carson City	1	0.0	0	0.0	0	0.0	1	0.0		
	Nye County	50	1.0	0	0.0	0	0.0	50	1.0		
	Elko County	3	0.0	0	0.0	0	0.0	3	0.0		
	Other	1133	13.8	159	1.9	1	0.0	973	11.9		
	Total Responses	8206	99.9	1112	13.6	124	1.5	6970	85.0		
17	Please check below the category that best fits your involvement in your Common Interest Community.										
	Board Member & Homeowner	613	7.5	48	4.3	12	9.8	553	7.9		
	Committee Member & Homeowner	905	11.0	202	18.2	10	8.1	693	9.9		
	Homeowner	3567	72.9	806	72.7	50	73.2	5091	72.9		
	Non-Resident Owner	336	7.1	36	3.2	10	8.1	340	7.7		
	Tenant	106	1.3	17	1.5	0	0.0	85	1.3		
	Officer	16	0.2	0	0.0	1	0.8	15	0.2		
	Total Responses	8213	100.0	1109	99.9	123	100.0	6981	99.9		

COMMON-INTEREST COMMUNITY SURVEY RESULTS - Summary

By Don Brizzolara (01.21.03)

NUMBER	QUESTION	RESPONSE	ALL RESPONDENTS		SUMMERLIN		SAN RAFAEL		Total w/o Sum/San Raf	
			COUNT	PERCENT	COUNT	PERCENT	COUNT	PERCENT	COUNT	PERCENT
18	Are you currently serving on the Executive Board for your community?	Yes	507	6.2	57	3.3	11	8.7	455	6.6
		No	7705	93.8	1071	96.7	116	91.3	6518	93.4
		Total Responses	8212	100.0	1128	100.0	127	100.0	6973	100.0
19	Which type of community do you live in?	Condominium	1311	23.8	122	11.1	8	6.4	1781	26.2
		Co-Op	84	1.0	5	0.5	0	0.0	78	1.1
		Planned Community	6018	75.1	974	88.4	117	93.6	4927	72.6
		Total Responses	8013	99.9	1102	100.0	125	100.0	5786	99.9
20	Do you enjoy living in your Community?	Yes	7230	92.0	1030	94.8	113	93.4	6147	91.6
		No	632	8.0	57	5.2	8	6.6	567	8.4
		Total Responses	7862	100.0	1087	100.0	121	100.0	6714	100.0

Ombudsman Program Position Descriptions

***Indicates New Positions FY 04 / 05**

Ombudsman

Unclassified position

The Ombudsman is appointed by the Administrator of the Real Estate Division and is responsible for overall program development and management of the Office of the Ombudsman for Common-Interest Communities.

- Supervises staff within the section. Maintains and approves staff schedules (including Program Officer II variable schedules due to meetings and training), leave requests, supply orders or expenditure requests for the section, work performance standards, and employee appraisals.
- Oversees, coordinates and provides training to Program Officers regarding NRS 116 and mediation skills.
- Participates in training seminars provided by the division to homeowners and board members.
- Writes articles for common-interest community newsletter and other publications and bulletins on topics that may be of assistance to boards and members of homeowner associations in the state.
- Serve as publisher of a quarterly newsletter that will be mailed out to managers and board members of all registered homeowner associations.
- Interact with Legislators and industry leaders regarding legislative proposals.
- Serve as public spokesperson for the Office of the Ombudsman. Do guest appearances on talk shows, provide interviews for media, and interact with other community entities to help get the word out about what the office does.
- Review and assign requests for assistance after review by Program Officers with a recommendation. This would include a request for a Program Officer to attend an association meeting, to observe an election or recall process, or to review records and books of an association.
- Implement and oversee other functions as may be mandated by new law.

***Program Officer III**

Grade 35

Is responsible for administrative, statistical, and fiscal aspects of the programs of the Office of the Ombudsman. Perform administrative duties relating to planning, coordinating, directing, and reporting for programs of the office, while assuring that all procedures and processes are conducted within state administrative guidelines. Will report directly to the Administrator and will serve as the Administrator's "deputy" in the Office of the Ombudsman to:

- Assist the Ombudsman in program development by assisting in development of vision and mission statement, performance indicators, work performance standards, and administrative policies and procedures for the section.
- Establish and revise goals and objectives for the Office of the Ombudsman in collaboration with the Ombudsman and Administrator, which reflect legislative intent for the program.
- Research and prepare written responses on common-interest community correspondence or complaints, as requested by the administrator.
- Oversee administrative functions for the section, such as preparation of RFPs and contracts for educational and informational services which are provided through the

- Office of the Ombudsman, assuring that all requirements are met for the process, and serve as section Contract Manager.
- Plan, write, and produce a quarterly informational newsletter to homeowner associations and members which will be mailed to all registered associations and posted on the division's web site for access by all members.
- Responsible for budget tracking and compilation of data for future budgetary proposals.
- Propose and track legislation relating to common-interest communities.
- Work with division Information Specialist in development and maintenance of Common-Interest Communities site on division website.
- Identify problems and recommend solutions to ensure the success of the Ombudsman's program within legislative intent.
- Work with division Deputy Attorney General and Secretary of State's office in enforcing registration process and collecting fees through the debt collection procedures under NRS Chapter 353C.
- Review requests for exemption from registration and make recommendation regarding request to Administrator.

***Program Officer II (x 2 positions)**
Grade 33

This position will serve as a "Field Officer" to work with homeowners and board members in common-interest communities. The position will require agreement to work a variable schedule in order to accommodate evening meetings and training as well as evening or Saturday association meetings. The Office of the Ombudsman plans to encourage – or require – that board members take a minimum of 3 hours of overview training within the first 3 months of election to the board. The Field Officer will be involved in offering that training.

- Respond to public inquiries made by phone, walk-in, correspondence, and e-mail to the Office of the Ombudsman.
- Assist individuals in understanding their rights and responsibilities under NRS 116 and/or their governing documents.
- Meet with party filing a complaint and assist in resolving conflicts, to the extent allowed by NRS 116.
- Attend association meetings, as directed by the Ombudsman.
- Review association records for compliance with NRS 116, as directed by the Ombudsman.
- Provide training seminars regarding overview of NRS 116 to homeowners and board members.
- Provide reports on the types of assistance given for use in developing legislation and regulations.

Program Officer I
Grade 31

- Oversee the Alternative Dispute Resolution (ADR) program and process, under the direction of the Ombudsman. Maintain the list of third-party neutrals (mediators and arbitrators) utilized by the office. Has annual communication with third-party neutrals.
- Monitor incoming calls and meet with walk-ins regarding association concerns, problems, and requests for assistance. Provides information as to the application of NRS 116 regarding proper homeowner association operations.

- Provide informal mediation by working directly with the board and homeowner to ascertain if there is a simple step or solution to a problem. Facilitate resolution and assist in resolving conflict, to the extent allowed by NRS 116.
- Work with the Ombudsman on the subpoena program. Establish the "Request for Records" program, and then monitor the process and track the paperwork which can culminate in a subpoena request.
- Participate in training seminars regarding overview of NRS 116 to homeowners and board members, as directed by the Ombudsman.
- Oversee the section's records retention.
- Assist Ombudsman in preparing articles and guides for publication and dissemination to boards and owners.

Administrative Assistant III

Grade 27

- Provide primary secretarial support to the Ombudsman and Program Officers II & III.
- Maintain database of registered homeowner associations. Work closely with division Information Specialist on the transition of the homeowner data base into the Integrated Licensing System.
- Process and monitor annual renewals of homeowner associations.
- Receipt unit fees paid by registered common-interest communities.
- Submit monthly report of statistics for the section, which includes number of renewals mailed, past due renewals, number of new registrations, total associations registered, and total units registered in the state.
- Create and maintain "exemption" database for associations deemed exempt from paying registration fees.
- Assist Program Officer III in working with the Secretary of State's office to identify non-compliant associations.
- Handle personnel-related clerical tasks for the section, such as timely collection and submittal of timesheets, preparation of and securing pre-travel authorizations, and submittal of travel claims.
- Provides input into Employee Appraisal for two Administrative Assistant I positions.

Administrative Assistant I (in Office of the Ombudsman)

Grade 23

- Serve as receptionist in the second floor suite for the Office of the Ombudsman, greeting guests when they arrive, answering and routing calls from the Information Center receptionist, and taking messages when necessary.
- Schedule appointments for the Ombudsman and Program Officers. Keep a master appointment calendar for the section. Notify the appropriate person when an appointment arrives, and escort the appointment to the appropriate office.
- Provide primary secretarial support to Program Officer I and provide additional secretarial support to the entire section.
- Make copies, send facsimiles and verify confirmation of "send successful," and deliver outgoing mail to mail room, for the entire section.
- Assist in preparation and production of publications, including newsletter, brochures, and informational bulletins.
- Prepare, maintain, and distribute section training calendars through all means in place.

- Maintain library of quarterly newsletters, brochures, and any other publications of the section. Compile and maintain record of training calendars, all section forms, and all other data provided to the public.
- Provide Information Center with all training calendars, forms, and publications from the Office of the Ombudsman.
- Serve as back-up for data entry into the data bases (ultimately, the Integrated Licensing System).
- Serve as first backup to Administrative Assistant I in the Information Center on the first floor.
- Serve a rotating role in the division's internal controls process for mail processing.

***Administrative Assistant I (Information Center on first floor of Bradley Building)**
Grade 23

This position will serve as the receptionist and "first point of contact" for the Office of the Ombudsman (which has moved to the second floor) and would staff the Bradley Building First Floor Information Center for Real Estate Services.

- Act as main "operator" for telephone calls coming in to Office of the Ombudsman by answering and routing calls to a "real person" whenever possible, or by taking a message directed to a specific individual or position.
- Track incoming phone calls to the Office of the Ombudsman from the public.
- Greet public coming in to the Real Estate Division. Assist by providing forms, information bulletins, and purchase of handbooks. Oversee and assist the public with retrieving information from two computer stations in the Information Center to access information available on the division's web pages.
- Call and notify Administrative Assistant I in the second floor office when someone comes in requesting to meet with Ombudsman's staff, schedule an appointment, if necessary, or arrange for a Program Officer to meet with the individual. If, due to physical limitations, it is difficult for the individual to go to the second floor, the Program Officer will come down and meet with the individual in the first floor conference area.
- Provide clerical assistance for the Office of the Ombudsman projects, such as preparation of mailings.
- Serve a rotating role in the division's internal controls process for mail processing.