



Career Service Authority

Licensing Technician

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GENERAL STATEMENT OF CLASS DUTIES

Processes business and liquor license applications, reviews technical, legal, and commercial documentation for accuracy and consistency, assesses taxes and fees, and explains city licensing rules, regulations, and state statutes.

DISTINGUISHING CHARACTERISTICS

This class processes business and liquor license applications. This class is distinguished from an Administrative Support Assistant IV that performs specialized and/or technical office support work that requires detailed knowledge of the specialized/technical area.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

No supervisory duties.

ESSENTIAL DUTIES

Accepts and initiates the processing of applications for business and liquor licenses and renewals including guiding business owners through the application process and reviews for accuracy all legal, business, and transactional documentation that accompany applications.

Interprets and explains liquor and business licensing rules, regulations, state statutes, time requirements, and procedures, responds to questions, researches issues for customers, and resolves problems/issues.

Reads blue prints and diagrams of businesses requesting liquor licenses to ensure that existing premises or proposed premises comply with requirements set forth by state statutes for the specific type of license.

Schedules public hearings that cover various issues, notifies hearings officers, ensures hearing rooms are properly set up to record testimony, and communicates with neighborhood organizations and other stakeholders regarding applications, petitions, protests, and hearings.

Prepares a variety of legal notices and correspondence needed for licenses requiring public hearings.

Determines the appropriate application fees and license fees for licenses and enters information into the agency's database.

Utilizes the agency's electronic fingerprinting system and the electronic badge making system to properly identify applicants and troubleshoots any maintenance problems with the systems.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading – Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility – Adapts quickly to changes.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory – Recalls information that has been presented previously.

Reasoning – Discovers or selects rules, principles, or relationships between facts and other information.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Manages and Organizes Information – Identifies a need to gather, organize, and maintain information, determines its importance and accuracy, and communicates it by a variety of methods.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Customer Service – Works and communicates with clients and customers to satisfy their expectations and is committed to quality services.

Self Management – Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

Technical Competence – Knowledge of the specialized/technical area. Refers to specialized knowledge that is acquired through formal education or extensive on-the-job experience.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Technology Application – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of accounting principles and practices sufficient to be able to perform a variety of duties related to the work assignment.

Skill in utilizing computer software to accomplish a variety of tasks.

Physical Demands:

Sitting: remaining in the normal seated position.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hands.
Fingering: picking, pinching, or otherwise working with fingers.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.
Near Acuity: ability to see clearly at 20 inches or less.
Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Subject to many interruptions.
Pressure due to multiple calls and inquiries.

Education Requirement:

Graduation from high school or possession of a GED Certification.

Experience Requirement:

Three years of clerical experience including one year of experience at the type and level of Administrative Support Assistant IV (specialized and/or technical office support work).

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement except for the one year of the experience at the type and level of Administrative Support Assistant IV (specialized and/or technical office support work).

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 01/18/2009

ESTABLISHED BY: Patricia Anderson

REVISED DATE:

REVISED BY:

CLASS HISTORY

This is a new class.