



Office of Human Resources  
Business License Inspector II – CN3291  
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### General Statement of Duties

Performs full performance level investigation, and enforcement work to ensure compliance with federal, state, and municipal codes, rules, and regulations relating to marijuana, liquor, food establishments and various other regulated businesses, which includes assisting with legal prosecution cases.

### Distinguishing Characteristics

The Business License Inspector I performs routine investigations and conducts routine compliance inspections based on an annual review schedule with set inspection criteria.

The Business License Inspector II performs more complex and specialized investigations and inspections that may involve assisting with legal prosecution cases.

The Business License Inspector Supervisor is responsible for the elements of supervision and supervising Business License Inspectors.

### Essential Duties

Inspects businesses to ensure compliance with business licenses and investigating matters of non-compliance, which includes interviewing and consulting with complainants, witnesses, and victims, managing cases from inception to completion, maintaining detailed reports and alerting stakeholders of significant status changes within the case, and keeping supervisor informed of case progress.

Investigates and resolves complaints regarding business license compliance and works with business owners to educate them on code violations in order to resolve matters of compliance, and may issue summons and citations for matters of non-compliance.

Reinspects business license compliance violations based on established policies and professional judgment.

Reviews construction floor plans to ensure compliance with business licensing requirements by reviewing and analyzing submitted drawings and construction documents.

Works with stakeholders both internal and external to the city to provide assistance and cooperation, and coordinate the enforcement of business license compliance, while maintaining working relationships with law enforcement agencies such as the City Attorney's Office, and the Denver Police Department.

Works closely with City Attorney's Office to gather critical investigative materials that are associated with complex marijuana and liquor regulation cases.

Participates in all investigative aspects of case prosecutions from pretrial to final case disposition, which includes preparing exhibits for hearings, documenting licensing histories, taking photos of violations, providing completed and accurate testimonies, assisting attorneys, and following up with witness interviews.

Coordinates the enforcement of business license violations with the Denver Police Department, Marijuana Enforcement Division, and other law enforcement agencies as appropriate.

Maintains confidentiality of cases and licensing infractions throughout the investigative process.

Researches applicable state statutes, city ordinances, and inter-office policies and procedures to regulate and enforce compliance of business licenses.

By position, performs leadwork over subordinate investigators, assists investigators with work assignments, coordinates and assigns work on more complex projects, and works with other agency and department personnel on investigative matters.

By position, trains subordinate investigators on common rules, regulations, practices, report writing, and evidence collection procedures.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

### Competencies

**Customer Service** – Works with customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

**Decision Making** – Makes sound, well informed, and objective decisions, perceives the impact and implications of decisions, commits to action, even in uncertain situations, to accomplish organizational goals, causes change.

**Interpersonal Skills** - Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, deals with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

**Oral Communication** – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner and produces written information which may include technical material that is appropriate for the intended audience.

### Knowledge & Skills

Knowledge of inspection and research principles and practices sufficient to be able to conduct thorough and comprehensive inspections relative to the specific field.

Skill in conducting investigations to ensure compliance with applicable rules and regulations.

Skill in preparing legal documents.

**Level of Supervision Exercised**

By position, may perform leadwork.

**Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

**Experience Requirement**

Four (4) years of investigative and inspection compliance experience, which must include two (2) years of public contact experience explaining policies, procedures, statutes, rules, and/or regulations and relating them to specific problems.

**Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid driver's license at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Pressure due to multiple calls and inquires.  
Subject to long irregular hours.  
Subject to many interruptions.  
Subject to varying and unpredictable situations.  
Potential exposure to extreme of heat and cold in all weather conditions.  
Performs inspections at residential homes.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.  
Hearing: Perceiving and comprehending the nature and direction of sounds.  
Lifting: Moving objects weighing no more than 10 pounds from one level to another.  
Sitting: Remaining in a stationary position.  
Talking: Communicating ideas or exchanging information.

**Background Check Requirement**

Criminal Check  
Employment Verification  
By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: NE-12**

**FLSA Code: N**

**Established Date: 9/30/2020**

**Established By: JH**

**Revised Date:**

**Revised By:**

**Class History:**