



Office of Human Resources  
Licensing Technician II - CC3056  
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### General Statement of Duties

Performs full performance level work assessing and processing various complex license applications and performs quality control for applications to identify any errors before sending to the State for processing. This position gathers and analyzes data and drafts legal documents and works with attorneys or applicants to schedule public hearings.

### Distinguishing Characteristics

This classification is distinguished from a Licensing Technician I by the difficulty of licenses that are assessed and processed. The Licensing Technician I process routine licenses and performs at the intermediate level.

### Level of Supervision Exercised

None

### Essential Duties

Processes a variety of complex license applications, reviews documentation for completion and accuracy, and ensures compliance with statutes and reviews applications for legal documents and determines if there are any missing items and documents findings.

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 stake holders regarding applications, petitions, protests, and hearing.

Holds pre-hearing meetings with applicants, attorneys, and other stakeholders to go through legal documentation and explain hearing procedures.

Assists Licensing Technician I's with difficult licensing questions or complaints, fields questions from staff and stakeholders about status of current cases.

Reviews new applications and drafts appropriate notice for errors that have been identified within the application.

Informs applicants of additional steps that need to be taken to obtain licenses.

Responds to complex questions from applicants, attorneys, and State Enforcement Divisions.

Prepares a variety of legal notices, maps, and correspondence needed for licensing.

Performs other 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.

### Competencies

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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

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.

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.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

### **Knowledge & Skills**

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.

### **Education Requirement**

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

### **Experience Requirement**

Three (3) years of clerical experience including one year of experience at the type and level of a Licensing Technician I.

### **Education & Experience Equivalency**

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

### **Licensure & Certification**

None

### **Working Environment**

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

### **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.):

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.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

### Background Check Requirement

Criminal Check

Employment Verification

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade:** C-616

**FLSA Code:** N

**Established Date:** 9/21/2018

**Established By:** LS

**Revised Date:**

**Revised By:**

**Class History:**