



Office of Human Resources
Licensing Technician I - CC2353
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General Statement of Duties

Performs intermediate level work assessing and processing routine and some complex contractor and/or business license applications; reviews documentation for completion and accuracy; determines appropriate fees; explains city licensing rules and regulations; state statutes; and explains next steps for licenses. Rejects incomplete applications and educates customer on application requirements.

Distinguishing Characteristics

The Licensing Technician class is distinguished from a Licensing Technician II by the type and level of duties performed. The Licensing Technician II processes complex applications and performs at the full performance level. The Licensing Technician II also performs quality control work of applications before there are sent to the State for processing.

Level of Supervision Exercised

None

Essential Duties

Accepts and initiates the processing of routine and some complex applications for business and/or contractor licenses and renewals including guiding applicants through the application process and reviews for completion and accuracy all legal, business, and transactional documentation that need to accompany applications.

Interprets and explains licensing rules, regulations, state/federal statutes, time requirements, and procedures, and responds to applicants and attorneys' questions or concerns. Works closely with various stakeholders to review passed/failed applications, passed/failed inspections, determine disciplinary actions when indicated and other licensee issues that may arise.

Questions applicants to obtain required information, such as name, address, lease, purchase agreement, operating agreement, certificate/license qualifications, right of way bonds, insurance, articles of organizations, zone use permit etc. and records data on agency's database and prescribed forms.

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

Performs routine data entry and other office support activities, including creating, sorting, scanning, photocopying, distributing, and filing documents.

By position, reviews the premise's map and diagrams of businesses requesting marijuana licenses to ensure that existing premises or proposed premises comply with requirements set forth by state statutes for the specific type of license.

By position, supports Licensing Technician II with less complex applications and duties.

By position, notifies registered neighborhood associations of various application types.

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.

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 (1) year of experience performing specialized and/or technical office support work.

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

Customer Service - Compliance

Probation Period

Six (6) months.

Class Detail

Pay Grade: C-615

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: