

**JOB DESCRIPTION**  
**CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT**  
**EMPLOYMENT AND**  
**COMPENSATION DIVISION**

Job Title	<u>License Technician</u>
Sch & Grade	<u>PAT-6</u>
Class Code	<u>CO57</u>
FLSA Status	<u>Non-Exempt</u>
Bargain Unit Elig.	<u>AFSCME</u>
Occupational Group	<u>Administrative Support</u>

**PRIMARY PURPOSE:**

Coordinates and plans a variety of licensing, billing, collections, and special assessment activities for the Licensing Division.

**SUPERVISION:**

Under the direct supervision of the Licensing Supervisor; directs work of Licensing Representatives, Licensing Assistants and assigned office support staff.

**DESCRIPTION OF WORK:**

**ESSENTIAL FUNCTIONS:**

1. Receives telephone & in-person inquiries regarding the licensing process and interprets appropriate sections of the City Code, State Statutes or other regulations; provides accurate information according to request.
2. Reviews applications to determine compliance with applicable City Code, State Statute or other governmental agency requirements; obtains appropriate supporting documentation, such as bond & insurance certificates, zoning forms, fire premise reports, sales tax licenses, bills of sale, lease agreements, etc., as necessary.
3. Issues appropriate licenses, as indicated.
4. Calculates and collects fees for licenses issued, taxi driver permits, Sanitary Landfill usage, etc.; calculates payoffs and issues statements on special assessments, demolitions, weed control, health abatements, etc.
5. Coordinates the renewal process for licensing liquor establishments, monthly billing of hotel/motel tax, etc., including issuing statements and conducting collection activities.
6. Receives and monitors payments of cigarette tax.
7. Assists in the initiation of court proceedings on delinquent accounts, as assigned.
8. Maintains accurate records; prepares reports as needed.
9. Directs the work of Licensing Representatives, Licensing Assistants and other support staff.
10. Monitors & modifies system utilities for computer systems used in the licensing process; acts as liaison between the Licensing & Information Systems divisions.
11. Conducts field inspections and sites visits, as assigned.
12. Utilizes computer software applications such as word processing, database and spreadsheet.
13. Applies customer service techniques and teamwork to all aspects of the job.

**IMPORTANT FUNCTIONS:**

1. Assists in annual license renewals, as assigned.
2. Prepares accounting documents relating to accounts payable, requisitions, purchase orders, etc.
3. Issues permits and assists in implementation of residential parking districts.
4. Attends workshops and seminars for professional development purposes.

*Performs related work as required.*

**QUALIFICATIONS REQUIRED:**

Any combination of education, training, and experience providing the following knowledge, skills, and abilities;

**Knowledge**

General knowledge of the Springfield City Code requirements relating to licensing of businesses and local taxation; modern office practices and procedures; bookkeeping and auditing principles; computer software applications; effective communication techniques including accurate grammar and standard English usage.

**Abilities**

Read, interpret and apply applicable laws and ordinances governing business and occupational licenses, and local taxation; utilize sound, independent judgment; work independently; understand, develop and implement special assessment billing processes and procedures; prepare and maintain accurate records and reports; make rapid and accurate calculations utilizing a 10-key calculator; utilize cassette tape recorder and/or camera as necessary when conducting inspections; follow oral and written instructions; direct the work of assigned staff; deal effectively and courteously with associates and the general public; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of a team in carrying out the City’s stated mission and philosophy; presents an overall professional image; perform the essential functions of the job without posing a direct threat to the health and safety of others.

**Experience, Education and Training**

Typically requires graduation from an accredited college or university with a Bachelor’s degree in Business or Public Administration, Accounting, or related field. Directly related experience may be substituted for the formal education requirement on a year-for-year basis.

**Physical Requirements**

Performs walking, bending, kneeling, climbing and reaching to both ground level and overhead; lifts, carries, pushes and pulls up to 30 pounds; operates a computer keyboard; subject to extended periods of sitting or standing.

**Working Environment**

Primarily indoors, with heating and cooling regulated in a general office environment. May be exposed to extreme weather conditions, as well as cramped spaces, dust, and pollen when traveling off-site to conduct inspections.

**Licensing/Certification**

If operating a vehicle during the course of performing job functions, must possess a valid Missouri Motor Vehicle Operator’s license.

**Miscellaneous Requirements**

Must provide own transportation with liability insurance coverage when conducting on-site inspections (mileage reimbursement provided when utilizing privately owned vehicle).

<b>Last Revision:</b>	February 13, 2012	<b>GENERAL ORDINANCE NO.</b> 3150
<b>Comments:</b>	Updated Abilities	<b>Date:</b> November 24, 1980

**I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_