

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Licensing Assistant</u>
Sch & Grade	<u>PAT-3</u>
Class Code	<u>FA11</u>
FLSA Status	<u>Non-exempt (2)</u>
Bargain Unit Elig.	<u>AFSCME</u>
Occupational Group	<u>Administrative Support</u>

PRIMARY PURPOSE:

To receive training in the procedures for issuing business licenses involving proper application of related City codes and State statutes; to provide customer service to the public by phone and in person with matters relating to the licensing of businesses.

SUPERVISION:

Under the direct supervision of the Licensing Supervisor; receives direction from the License Technician.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Reads, studies, learns and interprets the applicable City Code and State statutes as they relate to the requirements for operating a business in the City.
2. Learns the process for registration of multi-family rental property.
3. Learns to interview citizens who are applying for licenses in order to gather the necessary information for proper licensing
4. Learns established guidelines to be used during the licensing process.
5. Learns to review license applications as to accuracy and completeness.
6. Assists in the permitting process for special parking districts.
7. Learns to maintain a variety of records including license applications, bonds, insurance certificates, zoning forms, fire premise reports, and record of payments.
8. Assists in special projects as required.
9. Learns the necessary computer software applications used in the Licensing Division.
10. Applies customer service techniques and teamwork to all aspects of the job.
11. Collects fees from applicants and the general public who have purchased licenses, vouchers, etc.
12. Compiles and prepares reports, letters and forms as required.
13. Operate office equipment such as fax machines, copiers, printers, calculators, etc.

IMPORTANT FUNCTIONS:

1. Assists in the sale of landfill vouchers, yard waste coupons, sale of printed material.
2. Attends workshops and seminars for professional development purposes.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of training or experience providing the following knowledge, skills or abilities:

Knowledge

Knowledge of modern office practices and procedures; computer software applications; effective communications techniques including accurate grammar and standard English usage; record keeping and filing methods.

Abilities

Read, understand, and interpret a variety of information; learn applicable City codes and State statutes; type accurately at an approximate rate of 35 words per minutes; follow oral and written instructions including accurately and efficiently carrying out set procedures; ability to handle a large volume of public contact including efficiently dealing with difficult situations in a professional manner; maintain a high degree of confidentiality for both written and verbal information; deal effectively and courteously with associates, outside agencies, applicants and the general public; effectively welcome and embrace differences among employees and citizens; performs effectively as a member of the team in carrying out the City’s stated mission and philosophy; performs the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

At least one year of general office experience with an emphasis on contact with the public.

Physical Requirements

Performs walking, bending, squatting, kneeling, climbing and reaching to both ground level and overhead; lifts, carries, pushes and pulls up to 30 pounds; holds and grips objects; possesses ability to operate a computer keyboard and mouse; may be subject to setting for long periods of time; must be able to distinguish colors for processing color-coded forms.

Working Environment

Primarily indoors with heating and cooling regulated in a general office environment.

Licensing/Certification

None required.

Miscellaneous Requirements

None required.

Last Revision:	February 13, 2012	GENERAL ORDINANCE NO. 3150
Comments:	Updated Abilities	Date: 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: _____