

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Licensing Representative</u>
Sch & Grade	<u>PAT-5</u>
Class Code	<u>FA12</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>AFSCME</u>
Occupational Group	<u>Administrative Support</u>

PRIMARY PURPOSE:

Responsible for issuance of 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. Coordinates and participates in special projects, as required.

SUPERVISION:

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

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Interviews citizens applying for licenses in order to determine appropriate license category based on licensing and taxation code requirements.
2. Interprets the City code and applicable State statutes as they relate to the requirements for operating a business in the City and makes decisions regarding the issuance of licenses and registration of rental property.
3. Reviews license applications as to accuracy and completeness.
4. Maintains a variety of records including license applications, bonds, insurance certificates, zoning forms, fire premise reports, and records of payments.
5. Coordinates the permitting process for special parking districts including requisitioning permits, scheduling, developing appropriate forms and letters, etc.
6. Coordinates the taxing requirements for the Downtown Special Business District including determining landowners within district, billing landowners based on assessed valuation, and researching business owners for proper taxation within the district.
7. Monitors and maintains computerized license database to include modification and processing of all licensing records and reports.
8. Collects fees from applicants and the general public who have purchased licenses, vouchers, etc.
9. Sends proper notification on bonds, insurance and license renewal applications.
10. Utilizes necessary computer software applications.
11. Applies customer service techniques and teamwork to all aspects of the job.
12. Compiles and prepares reports, letters, forms as required.

IMPORTANT FUNCTIONS:

1. Assists in processing cigarette tax payments.
2. Assists in tax bill collection and recording of liens.
3. 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, skill or abilities:

Knowledge

Knowledge of modern office practices and procedures; computer software applications; applicable City code and State statutes; effective communications techniques including accurate grammar and standard English usage.

Abilities

Read, understand, correctly interpret and apply applicable City ordinances and State statutes relating to licensing and taxation; type accurately at an approximate rate of 35 words per minutes; follow oral and written instructions including accurately and efficiently carrying out set procedures; efficiently operate computerized systems including inputting, coding, and retrieving information; 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; maintain accurate records and prepare reports; deal effectively and courteously with associates, outside agencies, applicants, 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; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Successful completion of minimum one year training period as a Licensing Assistant.

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. 4398
Comments:	Updated Abilities	Date: January 10, 1994

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:** _____