

CLASS TITLE:

LICENSING AIDE

Class Code: 02380300

Pay Grade: 15

EO Code: F

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: On an ongoing basis, and as the primary work assignment, to be responsible for reviewing and processing of licensing and registration applications in an agency with regulatory responsibility for specific business, industries, professions/occupations or similar activities; to be responsible for the maintenance of records on both manual and computerized systems relating to licensure; to interact with the public on an ongoing basis; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior in accordance with clearly defined policies and procedures; work is subject to review upon completion.

SUPERVISION EXERCISED: On occasion, may supervise clerical or other personnel assigned to assist.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

On an ongoing basis, and as the primary work assignment, to be responsible for reviewing and processing of licensing and registration applications in an agency with regulatory responsibility for specific business, industries, professions/occupations or similar activities; to be responsible for the maintenance of records on both manual and computerized systems relating to licensure; to interact with the public on an ongoing basis.

To review and approve submitted forms to ensure compliance with laws, policies and procedures.

To identify instances of missing or incomplete documentation, and to initiate action to procure required data.

To receive taxes, fees and other monies pertaining to licensing transactions, and to maintain simple records thereof.

To respond to inquiries concerning licensing matters through correspondence and in person.

To assist in the investigation of consumer complaints and respond to inquiries from licensees and the general public.

To enter data into the computer generating various licenses and registrations; entering fees into electronic cash registers and collecting appropriate monies.

As required, to perform a variety of generic clerical tasks including typing, filing, recordkeeping, phone coverage, etc.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of laws, policies and procedures of licensing and registration for specified business, industries, professions/occupations or similar activities; a working knowledge of office practices and use of equipment, including computer terminals; the ability to carry out written and oral instructions involving licensing procedures; the ability to establish and maintain effective working relationships with the public, licensees and agency personnel; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: employment in a clerical or related position involving the exercise of independent judgement in the processing of various transactions.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: December 29, 2002

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