

7988

REGULATORY LICENSING SUPPORT SPECIALIST 2

Nature of Work

Under limited supervision, these positions perform full performance level work reviewing applications for the suitability of issuance or renewal of licenses and/or permits through the interpretation and application of federal, state and local laws, rules, regulations, policies and procedures. Process applications and fees. Keep accurate records of applications/permits/certifications and correspond with applicants to ensure compliance with all applicable laws and regulations. May create, schedule and review exams. May serve as a lead worker. Perform related work as required.

Distinguishing Characteristics

Positions in this class are distinguished from the Regulatory Licensing Support Specialist 1 by the level of complexity and the independence of action granted. Typically, these positions will have the authority to approve or reject applications/permits/certifications.

Examples of Work

Approve, renew, reject or deny license applications in accordance with the laws and regulations; enters all required information and documentation into multiple databases and creates individual files for potential licensees; maintains complex electronic and paper filing procedures; generates necessary reports and spreadsheets as required to guarantee the precision and integrity of the licensing/permit section and database systems.

Reviews and processes the invoicing and distribution of licensing fees; drafts electronic records and printing transmittals and forwards originals to the appropriate destination.

Responds to inquiries concerning the licensing process, including probation, suspension, refusal to renew, and revocation status, as well as requests for assistance and information and the compliance to regulations governing the issuance of licenses; provides fast, accurate and courteous service to customers through telephone, email and direct face-to-face communication.

Coordinates field staff on conducting retailer site surveys.

Audits, processes and submits the appropriate documentation for criminal background checks and fingerprint processing, forwarding fingerprint cards and fingerprint information release forms for potential licensees to the Security division; will draft the appropriate correspondence through mail to the applicant if security division requires a disposition before approval; finalizes reporting of criminal background checks maintaining strict confidentiality.

Responsible for the license renewal process with high priority during renewal periods; makes changes to customer active status, personal information and job positions; continues to research and resolve any issues related to permits as necessary.

Assists in the training and orientation of new employees; assigns and reviews work of others.

Knowledge, Skills and Abilities

Knowledge of licensing laws and ability to interpret licensing rules and regulations.

Knowledge of computer technology and business applications such as word processing, spreadsheets and file maintenance.

Knowledge of office equipment and procedures.

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REGULATORY LICENSING SUPPORT SPECIALIST 2 (cont'd)

Knowledge, Skills and Abilities (cont'd)

Ability to analyze, audit and process license/permit/certification applications; ability to resolve technical and regulatory issues related to all phases of applicant licensing.

Ability to keep accurate records.

Ability to use databases and spreadsheets to compile, manipulate and report data.

Ability to communicate effectively, both orally and in writing.

Minimum Qualifications

Training: High school diploma or the equivalent.

Experience: Four (4) years of full-time or equivalent part-time paid clerical experience.

Substitution: Successful completion of college coursework from a regionally accredited college or university may be substituted for the required experience at the rate of one (1) year of experience for thirty (30) credit hours of education.

Established: 03/03/2018

Effective: 03/03/2018