

Class Code: K70
City of Anaheim
Class Specification

Classification:
LICENSING SPECIALIST

DEFINITION:

Under minimal supervision to perform highly complex clerical duties in support of the Business License Division.

EXAMPLES OF DUTIES - Depending upon areas of assignment, responsibilities and duties may include, but are not limited to, the following:

Ensures all business license applications are accurate and complete; ensures all pertinent questions are asked of each applicant to avoid issuing incorrect or illegal business licenses.

Remains current on all City Ordinances, and other city, state and municipal codes, laws, rules and regulations affecting Business Licenses.

Answers detailed questions regarding the City's Business License Program.

Collects and processes for Collections, all fees associated with Business License issuance and renewal.

On a daily basis and within stringent time frames, balances license and TOT (Transient Occupancy Tax) to daily cash receipts; sends to Collections for processing.

On a daily basis, after Collections has validated receipts, balances tax, penalties and interest to separate accounts; verifies entries made by Collections; notifies the Collections Supervisor of any corrections required.

Once per month, verifies Transient Occupancy Tax figures; sends billings to establishments if monies due the city; maintains complete and accurate files to support the billing process.

On a monthly basis, prepares a report of unpaid Transient Occupancy Taxes for the Audit Division and Code Enforcement; ensures computer generated notice is sent to business.

Processes and issues all dog licenses/permits for the City; answers questions regarding process and associated ordinances and/or laws.

Verifies accuracy of information on licenses; inputs information into mainframe using a CRT terminal.

Enters statistical information into a computer terminal; manipulates data and prepares reports for department use.

Answers a high volume of phone calls and works the front counter, responding to difficult and sensitive situations; deals diplomatically with irate customers.

Operates a wide variety of office equipment including a computer terminal; CRT, typewriter, FAX, xerox, calculator and inserting machine.

MINIMUM REQUIREMENTS:

Experience in: Performing journey-level performing clerical work including heavy public contact and clerical accounting functions.

Knowledge of: Modern office procedures; English usage; business math; standard clerical accounting office equipment; clerical accounting record keeping methods; personal computers and/or CRT.

Ability to: Accurately process business and other licenses; accurately balance receipts; learn City Ordinances associated with Business License issuance; maintain accurate records; operate a typewriter and/or computer terminal accurately, using associated software; write legibly; understand pertinent procedures and functions quickly using good judgement; interpret and apply procedures to a variety of circumstances without immediate supervision; deal professionally and diplomatically with a wide variety of individuals; take decisive action; establish and maintain effective relationships with those contacted in the course of work.

Supervision Received: Works under technical supervision. Work in progress and completed work is periodically reviewed.

Career Ladder Information: Experience gained in this classification may serve to meet promotion to Collections Specialist, Licensing Supervisor or a related classification.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Unit of Representation - AMEA Clerical
Created 7/91 - V Kilmurray
(Former Job Class - Office Specialist)
Doc: CS1050