

# LICENSE COORDINATOR

Recruitment #1501-4339-001

**List Type** Original

**Requesting Department** COMMON COUNCIL - CITY CLERK

**Open Date** 1/23/2015 3:00:00 PM

**Filing Deadline** 2/13/2015 11:59:00 PM

**HR Analyst** Lindsey O'Connor

## **PURPOSE**

The License Coordinator is responsible for administration and enforcement of public passenger vehicle licensing provisions on behalf of the City Clerk. This includes permitting new and renewal vehicles and drivers, coordination of inspections, investigations of complaints and taking appropriate enforcement action.

## **ESSENTIAL FUNCTIONS**

- Ensure the Public Passenger Vehicle licensing function, policies, guidelines and procedures comply with the Milwaukee Code of Ordinances.
- Coordinate vehicle inspection process.
- Investigate and resolve day-to-day customer service complaints.
- Enforce standards and regulations relating to Public Passenger Vehicle licenses.
- Identify and update forms, letters, and applications and generate mass mailing.
- Prepare reports, including statistical data, and support materials relating to the issuance of licenses and permits for management to present to elected officials and city department heads.
- Staff various internal and external committees and boards such as the Public Works Committee.
- Provide information regarding Public Passenger Vehicle licensing to Common Council and the Public.
- Recognize and deal professionally with ethical and legal issues.
- Supervise License Specialists day-to-day work activities.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

## **CONDITIONS OF EMPLOYMENT**

- This position may have to work flexible hours and in a variety of weather conditions.

## **MINIMUM REQUIREMENTS**

1. Bachelor's Degree in Public Administration, Management, Business or a related field from an accredited college or university.

*IMPORTANT NOTE: To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected.*

2. Two years of experience handling escalated customer complaints, working in licensing, or inspection and enforcement of ordinances and statutes.

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3. Appointment as a Wisconsin Notary Public within three months of hire. To learn about eligibility requirements, visit the Wisconsin Department of Financial Institutions: [https://www.wdfi.org/Notary Public and Trademarks/defaultNotary.htm](https://www.wdfi.org/Notary_Public_and_Trademarks/defaultNotary.htm).
4. Valid Driver's License and properly insured vehicle at time of appointment and throughout. Mileage reimbursement is provided.  
*Equivalent combinations of education and experience may be considered.*

### **DESIRABLE QUALIFICATIONS**

- Previous supervisory Experience.

### **KNOWLEDGES, SKILLS, ABILITIES AND OTHER CHARACTERISTICS**

- Knowledge of the political environment of the division.
- Knowledge of mathematics such as addition, subtraction, multiplication, division, and statistics.
- Interpersonal Skills to build and maintain effective working relationships with elected officials, multicultural individuals, management, representatives of other agencies and the public.
- Customer Service Skills to interact with tact and diplomacy with the public while handling licensing matters.
- Oral Communication Skills to clearly and effectively communicate with diverse audiences.
- Written Communication Skills to clearly and effectively prepare reports and business correspondence for diverse audiences.
- Ability to read and interpret the Milwaukee Code of Ordinances and apply them to situations as they arise.
- Ability to master and manage the licensing database.
- Ability to master computer-related functions such as word processing, spreadsheets, and enterprise systems.
- Ability to recognize and resolve complex problems and make sound judgments.
- Ability to accept direction from management and give direction to direct reports.
- Ability to remain calm in stressful situations.
- Ability to manage multiple projects simultaneously and proactively meet division objectives and responsibilities.
- Ability to plan and evaluate division goals and meet division responsibilities.
- Commitment to ongoing professional development and continuous learning.
- High ethical standards.

### **CURRENT SALARY**

The current starting salary (PG 1CX) for City of Milwaukee residents is \$51,469 annually, and the non-resident starting salary is \$50,206 annually. Appointment above the minimum is possible.

### **SELECTION PROCESS**

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include

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written exercises. Selection process component weights will be determined by further analysis of the job.

**INITIAL FILING DATE** - The examination will be held as soon as practical after **February 13, 2015**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.