

LICENSE SPECIALIST

COMMON COUNCIL – CITY CLERK’S OFFICE

*The eligible list resulting from this examination may be used to fill comparable **positions**.*

PURPOSE: The license specialist is responsible for processing license applications on behalf of the City Clerk and Common Council in accordance with state statutes, city ordinances and procedures.

ESSENTIAL FUNCTIONS:

- Process license applications, fees and related police, health and neighborhood services reports, insurance and bond certificates and other required documents.
- Respond to questions from applicants and other employees as to: eligibility, the required information needed, the procedure of filing, the process used in determining who must file and what must be listed on an application.
- Update and maintain computerized and physical license records. Prepare license agendas for Common Council Committees and lists for Common Council action. Operate office computer programs, including advanced word processing functions, electronic mail, property data searches, database functions and specialized printer operations.
- Search records and databases for information needed by the License Coordinators, Assistant Manager, or Manager for reports and briefings for other departments, governmental and elected officials.
- Work cooperatively with other license division personnel. Communicate effectively with elected officials, personnel from other city departments and the general public.
- Take responsibility for all steps in the processing of licenses.
- Compose and initiate routine and non-routine correspondence and memorandums for the signature of the License Division Manager and Assistant Manager.
- Notarize license applications and other required forms.
- Perform other duties as assigned by the License Division Manager, Assistant Manager, and/or the License Coordinator.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

- 1) Four years of progressively responsible office support experience including two years of high intensity customer contact or telephone work which includes receiving and/or resolving complaints, problem solving or substantial responsibility for receiving and/or giving information.
Note: Equivalent combinations of education and experience may also be considered.
- 2) Eligible to become a Wisconsin Notary Public within three months of hire. To be eligible you cannot have been convicted of any felony or of any misdemeanor involving violating the public trust. You will need to successfully complete a background investigation.
- 3) Advanced-level experience with Microsoft Windows and Microsoft Office applications.
- 4) Residency in the City of Milwaukee at the time of appointment and throughout employment.

Knowledge, Skills, Abilities and Personal Characteristics:

- Excellent interpersonal and customer service skills and the ability to interact courteously and effectively with a variety of individuals
- Ability to establish and maintain good working relations with a multi-cultural, multi-disciplinary team, other departments and the public; work in a team environment
- Ability to write clear and concise business correspondence, and other documents
- Ability to produce detailed and accurate work under strict deadlines
- Ability to consistently handle a high volume of customer inquiries (in person and by phone) and other interactions on a daily basis, while remaining composed, diplomatic and positive
- Ability to understand and apply policies, procedures, and laws relating to licensing activities.
- Ability to learn quickly and apply new information to resolve and prevent negative issues
- Ability to work independently under general supervision

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- Ability to use Microsoft Windows and Office applications at an advanced level, including navigating through multiple software applications while performing other duties
- Ability to work well under pressure and respond with a sense of urgency when issues emerge requiring immediate attention
- Ability to meet deadlines, manage multiple assignments and shift priorities
- Ability to take direction, but also work independently and reliably
- Be responsible and trustworthy

THE CURRENT PAY RANGE (PR455) IS: \$38,595 to \$43,028 annually with excellent benefits.

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

The examination will be held as soon as practical after **July 22, 2011**. 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.

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