

## LICENSE DIVISION MANAGER

Recruitment #2102-5027-001

<b>List Type</b>	Original
<b>Requesting Department</b>	COMMON COUNCIL - CITY CLERK
<b>Open Date</b>	2/25/2021 3:40:00 PM
<b>Filing Deadline</b>	3/18/2021 11:59:00 PM
<b>HR Analyst</b>	Deidre Steward

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### INTRODUCTION

*Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.*

The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.

### PURPOSE

The License Division Manager is responsible for the management of the License Division, including organizing and directing all license functions, establishing policies and procedures, and advising members of the Common Council on licensing matters.

### ESSENTIAL FUNCTIONS

#### Operational Oversight

- Manage the License Division.
- Oversee the processing of all licenses handled by the License Division.
- Ensure adherence to all license procedures and laws.
- Develop and maintain information systems to support license activity.

- Compile and evaluate information and reports for budget and revenue estimates.

### Systems Management

- Act as project manager for the migration of the License Information Reporting and Administration System (LIRA) into the Land Management System (LMS), including conducting analysis, developing software requirements, and providing end user training and support.
- Manage the current and future license computer system: administer maintenance, handle interfaces with other computer systems, configure updates, coordinate changes, conduct beta testing, perform troubleshooting, document software bugs, add new users, and audit user roles and security.
- Configure, maintain, and troubleshoot the licensing software to ensure efficient and accurate processing of license applications.

### Leadership and Management Functions

- Perform strategic planning including the development, review, and achievement of divisional goals.
- Determine the training and development needs of Licensing Division Staff.
- Handle all staffing and performance issues including the implementation of performance improvement plans and discipline.
- Develop and maintain departmental standard operating procedures.

### Subject Matter Expert Responsibilities

- Serve as the liaison for the division to respond to inquiries from Common Council members, applicants, residents, law enforcement agencies, and other City departments.
- Serve on Common Council committees and boards.
- Support the licensing functions of the Common Council and its licensing committees.
- Advise Common Council members on licensing matters.
- Conduct research and present data, findings, and recommendations to the Common Council members, task forces, and committees.
- Coordinate the administrative processes for license applications including scheduling for committee meetings, ensuring notices are posted properly and hearing requirements are met according to state law and city codes.
- Testify at hearings, trials, and legislative meetings concerning licensing matters.

- Respond to open records requests following department procedures.

*We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.*

## MINIMUM REQUIREMENTS

1. Bachelor's degree in public administration, management, business, or a closely related field from an accredited college or university.
2. Five years of progressively responsible experience in licensing, permitting, or a comparable field, including at least one year of supervisory experience.

*Equivalent combinations of education and experience may be considered.*

**IMPORTANT NOTE:** College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

## DESIRABLE QUALIFICATIONS

- Master's degree in a related field from an accredited college or university.
- Experience working in a political environment with highly sensitive matters.
- Public sector experience.

## KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

### Technical Knowledge

- Knowledge of the principles and practices of public administration and management such as strategic planning, resource allocation, human resources modeling, leadership techniques, and coordination of people and resources.
- Ability to analyze and solve complex problems related to licensing and implement solutions.
- Ability to read and interpret ordinances and statutes relating to licensing matters.
- Ability to understand complex business processes and inter-relationships between City departments.

- Knowledge of the capabilities of information technology to transform and enhance operations and services.
- Ability to oversee the current and future licensing computer system.
- Ability to use standard computer software programs, including word processing, spreadsheet, database, presentation, and personal management applications.
- Knowledge of mathematics to be able to work with budget and revenue estimates.
- Project management knowledge and skills.

### Management Skills

- Leadership skills to provide distinct plans of action for the workgroup to accomplish departmental project objectives.
- Ability to make recommendations for improvement in processes, procedures, and accountability measures.
- Ability to assign duties, set performance standards, provide guidance and training, monitor work in progress, evaluate performance, and make hiring recommendations.
- Ability to foster an environment of inclusion wherein all employees are treated respectfully, are valued for their strengths, and feel that they can safely express themselves.
- Ability to motivate and lead a staff of professionals and other support personnel.
- Ability to coach and mentor direct reports.

### Critical Thinking and Planning Skills

- Ability to employ innovative approaches to meeting and resolving assignments and critical issues.
- Ability to plan, organize, and prioritize work to achieve objectives within deadlines.
- Forward thinking with sound business judgment to operate in a dynamic environment of rapid change.
- Analytical, problem-solving, and decision-making skills.
- Ability to maintain confidentiality of restricted information.
- Ability to represent the department with professionalism, honesty, and integrity.
- Highly motivated, self-directed, and well organized.

### Communication and Interpersonal Skills

- Oral communication and presentation skills, including the ability to speak clearly and concisely and explain technical processes to varied audiences.
- Written communication skills, including skill in writing correspondence, policies, reports, and other documents.
- Ability to draft and apply clear policies and procedures.
- Ability to use tact and diplomacy when interacting with the public, elected officials, and employees of the City.
- Ability to work in a collaborative environment with people whose backgrounds may differ from one's own.

## CURRENT SALARY

The current salary range (1HX) is \$70,827-\$99,154 annually, and the resident incentive salary for City of Milwaukee residents is \$72,952-\$102,129. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to the approval.*

The City of Milwaukee provides a comprehensive benefit program which includes:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <https://city.milwaukee.gov/der/benefits>.

## 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

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 **Thursday, March 18, 2021**. 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.

#### **ADDITIONAL INFORMATION**

APPLICATIONS and further information can be accessed by visiting [www.jobaps.com/MIL](http://www.jobaps.com/MIL).

- Applications and transcripts should be submitted no later than the deadline listed above.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

#### **CONCLUSION**

*EEO 101*

*The City of Milwaukee values and encourages diversity and is an equal opportunity employer.*