

Code: **0442**
Administrative Service
Clerical, Accounting and General Office Group
General Clerical Series

CLASS TITLE: **Director of License Issuance**

CHARACTERISTICS OF THE CLASS: Under direction, manages and administers various license and permit issuance programs in the Office of the City Clerk; and performs related duties as required.

ESSENTIAL DUTIES: Directs supervisors responsible for staff engaged in providing over the counter customer service, accepting payments for and issuing vehicle stickers and various licenses and permits; monitors and ensures the accurate review and processing of business license applications and payment receipts and the proper issuance of license decals or certificates; oversees the review and processing of new and renewal animal license applications, the issuance of animal tag licenses, and the collection of license fees; manages clerical operations relating to the processing of vehicle sticker applications, the receipt and accounting of payments, and the issuance of City vehicle stickers; administers the issuance of permits and the collection of related fees for going out-of-business permits and residential parking permits; oversees the preparation of financial and management reports of revenue collected and work accomplished; responds to complaints from customers in order to resolve issues and improve service delivery; prepares and revises training manuals for use by staff, documenting and updating work procedures to ensure operating efficiency; monitors the department's computer systems, identifying problems and recommending system enhancements.

RELATED DUTIES: Coordinates the operations of the animal license issuance program with the Commission on Animal Care and Control; works with the Department of Revenue in developing and coordinating policy and procedural changes for the issuance of licenses; responds to freedom of information and subpoena requests for information and documents.

MINIMUM QUALIFICATIONS:

Training and Experience. Five years of progressively responsible experience in revenue collection or license administration, including three years of supervisory experience, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Considerable knowledge of the license and permit issuance and revenue collections operations of the Office of the City Clerk. Considerable knowledge of the policies and procedures governing the administration of the various license issuance programs. Considerable knowledge of effective customer service principles.

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CLASS TITLE: **Director of License Issuance (Cont'd)**

Ability to direct staff involved in the issuance of various licenses and permits and the collection of appropriate fees. Ability to review the accuracy of the balancing, depositing and recording of revenues collected. Ability to coordinate and implement policy and procedural changes.

Good management and supervisory skills. Good oral and written communication skills. Skill in preparing operational and revenue collection reports.

Working Conditions. General office environment.

Equipment. Standard office equipment.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

June, 1998