



# License and Permit Specialist

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
LICENSE AND PERMIT SPECIALIST I	0170	B12	\$30,840 - \$46,798
LICENSE AND PERMIT SPECIALIST II	0171	B14	\$34,144 - \$52,134
LICENSE AND PERMIT SPECIALIST III	0172	B16	\$37,918 - \$58,130
LICENSE AND PERMIT SPECIALIST IV	0173	B18	\$42,521 - \$67,671
LICENSE AND PERMIT SPECIALIST V	0174	B20	\$48,158 - \$77,477

## GENERAL DESCRIPTION

Performs licensing and permitting work, receiving and reviewing license and permit applications; ensuring compliance with applicable policies, administrative codes, and statutes; communicating with external and internal customers; and approving licenses and permits.

## EXAMPLES OF WORK PERFORMED

Receives license and permit applications, revisions, and renewals and reviews those and related documents to ensure completeness, accuracy, and compliance with state and federal regulations, policies, and guidelines.

Inputs license and permit applications, payments, and required technical data for licenses and permits into appropriate computer applications, databases, and systems.

Issues licenses and permits, collects license and permit fees, and reimburses fees to denied applicants.

Maintains records associated with license and permit applications, fee payments, and violations, and completes necessary forms to approve or deny licenses and permits.

Provides administrative and technical assistance related to license and permit requirements to the general public, agency staff, and government and elected officials; answers questions and explains licensing and permit codes; and supplies information regarding license and permit processing, policies, and procedures.

Performs related work as assigned.

## DESCRIPTION OF LEVELS

*Examples of work and descriptions are meant to progress through the levels. For example, an employee at level V may also perform work listed within the previous levels.*

**Note:** *Factors that may distinguish between journey levels include the degree of independence in performing the work, the complexity of the work, the scope of responsibility, and the employee's related experience. Other factors may include the scope and nature of the program*

*and/or procedure the employee supports and the types of licenses and permits reviewed, approved, and issued. Employees at the journey level may independently perform the full range of work listed in the examples above or may assist others in that work.*

**LICENSE AND PERMIT SPECIALIST I:** Performs routine (journey-level) licensing and permitting work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may fully perform a variety of routine to moderate daily tasks but may often rely on direction from others to solve problems that are not standard, and may occasionally assist others in performing job duties of greater complexity.

**LICENSE AND PERMIT SPECIALIST II:** Performs moderately complex (journey-level) licensing and permitting work. Works under general supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may:

- Monitor license and permit applications, contract registrations, zoning, inspections, other permits, and requests for appropriate routing or processing needed to approve license or permits.
- Administer oral, written, or other tests to license or permit applicants.

**LICENSE AND PERMIT SPECIALIST III:** Performs complex (journey-level) licensing and permitting work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment; may occasionally perform work of greater complexity or assist others in performing such work. Employees at this level may:

- Maintain program data related to licensed or permitted activities.
- Interpret and communicate licensing and permitting requirements and other information applicable to various agency and statutory requirements.
- Approve or deny license and permit applications based on state statutes, administrative codes, and agency policies and procedures.
- Prepare notices, correspondence, memos, and reports related to license and permit activities and compliance.
- Evaluate and track applications and responses to notices of deficiency.

**Note:** *A senior-level employee (levels IV-V) may serve in a lead or supervisory role; however, typically, supervisory responsibilities within this job classification series will normally be found at level V. Employees may perform the full range of work listed in the examples above and/or may coordinate or oversee that work for others. Factors that may distinguish between senior levels include the scope of responsibility and oversight, the nature and complexity of the work, and the employee's related experience. Senior level employees review the most complex permit or license applications and exercise more independence in approving or denying applications. They also handle non-routine inquiries and issues that have been escalated.*

**LICENSE AND PERMIT SPECIALIST IV:** Performs highly complex (senior-level) licensing and permitting work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment, and may serve as a lead worker providing direction to others. Employees at this level may:

- Review documentation completed by other staff for accuracy and completeness.
- Evaluate and track applications and responses to notices of deficiency.

- Edit notices, correspondence, memos, and reports related to license and permit activities and compliance.
- Resolve highly complex and escalated customer service issues.

**LICENSE AND PERMIT SPECIALIST V:** Performs advanced (senior-level) licensing and permitting work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may:

- Administer fee programs related to activities completed under certain permits and authorizations.
- Prepare performance measures for licensing, reports and analyses.
- Develop technical and administrative procedures for the review of license and permit applications.

## **GENERAL QUALIFICATION GUIDELINES**

### **EXPERIENCE AND EDUCATION**

Experience in customer service, clerical, administrative, or technical support work. Graduation from a two-year college or equivalent is generally preferred. Experience and education may be substituted for one another.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

#### **For all levels**

- Knowledge of office practices, administrative and technical procedures, and applicable policies, administrative codes, and statutes.
- Skill in the use of standard office equipment, computers, and computer software.
- Ability to respond to public inquiries in a timely manner; to implement administrative and technical procedures; to interpret applicable laws, rules, regulations, policies, and procedures; and to communicate effectively.

#### **Additional for License and Permit Specialist IV-V levels**

- Ability to supervise the work of others.