



LICENSING SPECIALIST (0015-7)

SCOPE OF WORK:

Work involves performing technical and administrative activities related to the issuance, renewal, suspension, or revocation of titles, registrations, licenses, and/or permits through the interpretation and application of federal and state laws, rules, regulations, policies, and procedures.

DUTIES PERFORMED AT ALL LEVELS:

- Maintain thorough knowledge of all applicable federal and state laws, rules, regulations, policies and procedures.
- Provide technical assistance and information on licensing laws, rules, regulations, policies, and procedures in person, by phone, or by correspondence.
- Issue licenses, permits, registrations, and/or credentials by reviewing applications, forms, supporting documentation, and other records to ensure that required information is provided and authentic; evaluate information obtained and determine applicant eligibility for license, renewal, or reinstatement; question applicants and conduct research to obtain required information; conduct and decipher required record checks.
- Issue notices of requirements, suspension, revocation, etc.; release suspensions or revocations when requirements for reinstatement are met.
- Ensure accuracy of fees and payments.
- Maintain applicant files and other records; prepare reports, correspondence, or letters as necessary.
- Maintain confidentiality of information.
- Operate related computer systems and update databases.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

LICENSING SPECIALIST I
GRADE E

0015

LEVEL DEFINITION:

Work at this level involves performing a variety of procedures under close supervision.

CLASS CODES:0015
0016
0017

ND Class Description
Licensing Specialist

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- None.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or GED and three years of work experience performing a variety of complex administrative support or customer service duties. Related college-level course work may be substituted for up to two years of the work experience requirement on a year-for-year basis.

LICENSING SPECIALIST II
GRADE F

0016

LEVEL DEFINITION:

Work at this level involves performing independently requiring a thorough knowledge in a specific license program area. Work is at a fully qualified level.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Perform deposits, audits, and balance transaction information.
- Analyze and resolve problems, apply multiple procedures and guidelines including support to offsite locations.
- Assist Licensing Specialist I with customers and transactions.
- May be required to testify in court proceedings.
- May determine eligibility for administrative hearings regarding licensure; prepare necessary documentation.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or GED and four years of work experience performing a variety of high-level, complex administrative support or customer service duties which included tasks such as licensing and eligibility determination. Related college-level course work may be substituted for up to two years of the work experience requirement on a year-for-year basis.

ND Class Description
Licensing Specialist

CLASS CODES: 0015
0016
0017

LICENSING SPECIALIST III
GRADE G

0017

LEVEL DEFINITION:

Work at this level involves serving as a formally designated lead worker over a group of employees in the overall licensing function and administering a specialized license area or program(s). Therefore, positions at this level spend a significant amount of time on research and analysis in order to resolve highly complex questions or problems and to respond to other staff, the public, courts, law enforcement, insurance companies, alcohol and treatment providers, and others. Work requires extensive knowledge of applicable laws, rules, regulations, policies, and procedures.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Provide advice and guidance to other staff on the most complex license related issues.
- Research and analyze circumstances or problems and determine or recommend solutions.
- Administer specialized license programs, which includes ensuring compliance with program requirements and managing program processes and procedures.
- Review and analyze legal documents and make determinations as relates to license eligibility, fees, and potential fraud.
- Review and approve fee and tax refunds.
- Perform lead work such as scheduling staff, prioritizing and reviewing work, and providing input to performance evaluations.
- May conduct training for new employees.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or GED and five years of work experience performing a variety of high-level, complex administrative support or customer service duties in a licensing function that included supervisory, lead work, or office coordination responsibilities. Related college-level course work may be substituted for up to two years of the work experience requirement on a year-for-year basis.

Eff. Date: 4/95

Rev: 9/08 – Update and revised class and expanded to a three-level series.

Rev: 7/12 – Conversion to Hay System