



**NORTH DAKOTA  
CLASS DESCRIPTION**

ND Human Resource Management Services

Class Code(s): 5200

Phone: (701) 328-3290

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**LICENSING ADMINISTRATOR**

GRADE K

**SCOPE OF WORK:**

Work involves the oversight of a major licensing function within an agency including planning, organizing, and managing all licensing activities and staff. This position reports to a manager who does not have the day to day involvement in the licensing function.

**DUTIES PERFORMED:**

- Provide direct supervision to licensing staff; provide training, development, and evaluation of assigned staff to ensure the effectiveness and efficiency of the work unit.
- Ensure that licensing occurs in compliance with appropriate federal and state laws and rules; maintain a record system of license issuance information to support accountability and identification of individuals and associated fees; identify delinquent licenses; prepare and provide required documentation and reporting.
- Develop and implement policies and procedures for the application, issuance, and renewal of licenses; design application forms or letters and instructions for completion; develop notification procedures for expiration of licenses, changes to license coverage, violations of license usage, withdrawal of licenses, etc.
- Respond to inquiries regarding licensing; resolve conflicts related to licensing requirements and processing procedures; respond to requests for information on licensing from a variety of sources such as law enforcement agencies, courts, administrative law judges and hearing officers, governmental agencies, the general public, etc.
- Provide training regarding licensing requirements, legislative changes, and licensing procedures.
- Initiate and coordinate changes to licensing systems or databases.
- Participate in investigations of licensees; certify and provide license documents to be used as evidence; provide testimony in court, or administrative hearings.
- Provide input to the budgeting process; reconcile funds from revenue collected.
- Participate in organizational planning and development of policies, procedures, and communication and information processing systems.

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

MINIMUM QUALIFICATIONS:

Requires five years of work experience performing high level administrative support duties that included supervision of staff and development of procedures based on interpretation of law, rules, or company policy. College level coursework in a business or public administration field may substitute for up to four years of the work experience requirement on a year-for-year basis.

Eff. Date: 04/96

Rev: 09/08 – Updated duties, scope, minimum qualifications and reviewed factoring.

Rev: 07/12 – Conversion to Hay System