

LICENSE SPECIALIST I

Common Council – City Clerk’s Office

The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.

PURPOSE:

The License Specialist is responsible for processing license applications on behalf of the City Clerk and Common Council in accordance with state statutes, city ordinances and procedures.

ESSENTIAL FUNCTIONS:

- Process license applications, fees and related police, health and neighborhood services reports, insurance and bond certificates and other required documents.
- Respond to questions from applicants and other employees as to: eligibility, the required information needed, the procedure of filing, the process used in determining who must file and what must be listed on an application.
- Update and maintain computerized and physical license records.
- Prepare license agendas for Common Council Committees and lists for Common Council action.
- Operate office computer programs, including advanced word processing functions, electronic mail, property data searches, database functions and specialized printer operations.
- Search records and databases for information needed by individuals inside and outside the organization.
- Work cooperatively with other license division personnel.
- Communicate effectively with elected officials, personnel from other city departments and the general public.
- Take responsibility for all steps in the processing of licenses.
- Compose and initiate routine and non-routine correspondence and memorandums.
- Notarize license applications and other required forms.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Four (4) years of increasingly responsible office support experience including two (2) years of high intensity customer contact or telephone work which includes receiving and/or resolving complaints, problem solving or substantial responsibility for receiving and/or giving information.
 - *Note: Equivalent combinations of education and experience may also be considered.*

DESIRABLE QUALIFICATIONS:

- Advanced-level experience with Microsoft Windows and Microsoft Office applications.
- Eligible to become a Wisconsin Notary Public within three months of hire. Note: To be eligible you cannot have been convicted of any felony or of any misdemeanor involving violating the public trust.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS:

- Knowledge of principles and processes for providing customer service such as assessing customers’ needs, meeting quality standards, and evaluation of customer satisfaction.
- Knowledge of administrative and clerical procedures and systems.

License Specialist

- Excellent interpersonal skills; the ability to interact courteously and effectively with a variety of individuals. Ability to work in a team environment.
- Ability to establish and maintain good working relations with culturally diverse individuals at all levels within and outside the organization.
- Ability to navigate a system that may be highly political.
- Ability to consistently handle a high volume of customer inquiries (in person and by phone) and other interactions on a daily basis, while remaining composed, diplomatic and positive.
- Ability to read, understand and apply policies, procedures, and laws relating to licensing activities.
- Ability to learn quickly and apply new information to resolve and prevent negative issues.
- Ability to work independently and reliably under general supervision.
- Ability to use Microsoft Windows and Office applications at an advanced level, including navigating through multiple software applications while performing other duties.
- Ability to work well under pressure and respond with a sense of urgency when issues emerge requiring immediate attention.
- Ability to exercise sound judgment and decision-making to consider potential actions and choose the best solution.
- Ability to meet deadlines, manage multiple assignments and shift priorities frequently.
- Ability to write clear and concise business correspondence and reports.
- Ability to produce detailed and accurate work under strict deadlines.
- Honesty and integrity and the ability to maintain confidentiality.

SALARY (5DN): The current starting salary is \$39,174 annually for City of Milwaukee residents. The non-resident starting salary is \$38,595 annually.

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.

The examination will be held as soon as practical after **March 28, 2014**. 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.

NOTE: The City's residency requirement set forth in City Charter 5-02 is under litigation. If you have questions regarding your individual circumstances as part of the application and/or selection process please contact (414)286-3751.

APPLICATIONS and further information may be obtained in person or via mail from the City of Milwaukee Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee, WI 53202-3554, from www.milwaukee.gov/jobs, or by calling (414) 286-3751.