PROVO CITY CLASSIFICATION SPECIFICATION

<table>
<thead>
<tr>
<th>Title: Business License Technician</th>
<th>Job Code: 1090</th>
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<td>Date: June 9, 2016</td>
<td>EEO Code: PP</td>
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<tr>
<td>FLSA Designation: Non-Exempt</td>
<td>Civil Service Status: Covered (Unclassified)</td>
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**DEFINITION:** This is comprehensive clerical and accounting related work responsible to administer the City’s various licensing programs.

**CLASSIFICATION STANDARDS:** The work of this class is responsible to the City Treasurer and performs assigned tasks under his/her general direction. The work of this class is distinguished from general clerical and accounting related positions by a higher level of specific knowledge needed to administer the City’s various licensing programs.

**ESSENTIAL DUTIES:** Receive and review licensing and permit applications for businesses, rentals, beer, special events, parking, pets, and various other functions; determine if licensing is required; determine if application requires an accompanying inspection, bonding, and/or police and zoning check and ensure completion of such prior to issuance; provide information and guidance to the public pertaining to licensing; develop and maintain various information materials concerning licensing requirements; assist the public with general licensing information and in completing needed forms; resolve licensing issues and complaints and coordinate efforts with various departments and agencies as needed; may be required to be a witness in court.

Issue licenses and permits after verifying compliance with applicable government regulations; ensure proper fees are calculated and accept and record payment; issue receipts and reconcile payments at the end of each day; maintain various files, records, and statistical reports including tracking renewal deadlines, outstanding payments, expired licenses, and so forth; prepare and issue notices for license renewals, delinquent payments, and unlicensed businesses and follow up to ensure compliance and/or start collection procedures; develop, maintain, and distribute various scheduled reports regarding the status of various licensing programs, permits, and businesses; maintain parking permit program; oversee news rack usage downtown.

Remain current on applicable licensing regulations; review licensing procedures and processes and recommend changes to increase efficiency; may recommend changes to applicable ordinances, policies, and procedures; assist other employees in the division; may provide training and assistance to subordinate positions; and perform other related duties as needed.

**MINIMUM REQUIREMENTS:** A) Equivalent to a high school diploma and four (4) years of experience in a related field such as accounting, or in providing professional level clerical support to a large program; or B) an equivalent combination of job-related education, training, and/or experience [substituting each one year of post-secondary education/training for six months of experience].

License(s). A valid, lawful driver’s license is required. Certification as a Business License Officer through the Utah Business License Association is preferred.

**SELECTION FACTORS:** Knowledge of: related laws, codes, rules and regulations governing functions of the position; policies and procedures established for the work system; modern
accounting and cash receipt processes; the operations, functions, and terminology common to the work; basic English composition, spelling, and grammar. **Skill in:** utilizing electronic spreadsheets, word processing, function specific software, and basic office equipment; typing and entry of data efficiently and accurately; quickly and accurately calculating routine mathematical equations. **Ability to:** perform work with speed and accuracy; evaluate programs and procedures; exercise independent judgement while evaluating situations and in making determinations; understand and follow both verbal and written instructions; organize assigned work and develop effective work methods; prepare clear, concise, accurate, and informative reports; communicate effectively both verbally and in writing; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service.

**TOOLS AND EQUIPMENT USED:** Personal computer, basic office equipment, 10-key calculator, telephone, motor vehicle as needed.

**PHYSICAL DEMANDS:** Work is sedentary office work, sitting at a computer for extended periods of time maintaining concentrated attention to detail. May require occasional lifting of 10-20 pounds.

**ENVIRONMENTAL FACTORS:** Work location is inside with little or no occupational hazards present. May include exposure to high-stress situations, including contact with the public in emotionally charged, confrontational, or uncomfortable situations.

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**Division Director**

6/1/20

**Mayor/Chief Administrative Officer**

6/1/20

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**NOTE:** The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.