

**DIVISION OF INDUSTRY SERVICES
LICENSE PERMIT PROGRAM ASSOCIATE**

POSITION SUMMARY

Under the general supervision of the Records Management Supervisor, in the Division of Industry Services, this position is responsible for providing programmatic support services for rental weatherization, plan review, product approval and inspection support. This position requires reviewing applications for accuracy, responding to inquiries, monitoring conformance, researching statutory language, rules, or policies. In addition, this position will be providing administrative support by assisting with investigating violations` and complaints providing technical support and processing transfer authorization for the Rental Weatherization program. The position requires the ability to work independently making good decisions, and referring technical questions to the technical program staff. This position provides program support, and provides friendly and courteous customer service via phone, fax, email and walk-in traffic.

GOALS AND WORKER ACTIVITIES

60% A Perform programmatic Support within the Customer Service Center

- A1. Receive renewal applications and evaluate for accuracy and completeness following statutes, administrative codes, departmental policies and procedures. Respond to written and verbal inquiries from real estate professionals, title companies, property sellers, owners, and inspectors, registers of deeds, agents and attorneys. Determine applicability of Rental Weatherization code to specific properties, transfers and parties to transfers.
- A2. Enter accurate initial customer data into the database, update information and maintain electronic files of program related data necessary to the operation of the program. Edit and enter Transfer Authorizations into the Rental Weatherization database. Scrutinize and process requests for Satisfactions of Compliance. Validate requests for authorization of Stipulations and Waivers.
- A3. Conduct database inquiries: searching, sorting and assembling information needed by program managers, technical staff or the public. Maintain, update and disseminate the Rental Weatherization agent records and list and maintain program activity records.
- A4. Provide timely communication to external customers including: Real Estate brokers, attorneys, bankers, inspectors and Register of Deeds and internal customers using independent judgment and knowledge of the program area.
- A5. Research statutory language and rules and provide assistance in policies and procedural development when appropriate. Initiate clarification of policy when necessary.
- A6. Account for money received on a daily basis generating a balanced fee report.

30% B Programmatic Support within Plan Review functions

- B1. Receive product review submittals providing routine review of application, plans and other technical information for completeness, accuracy, assessed fees, appropriateness of basic data and standard information on the application form.
- B2. Communicate with customers to resolve issues regarding incomplete submittals, misunderstood requirements, required fees and administrative code requirements, generating the necessary correspondence to confirm appropriate information in a

timely manner.

- B3. Process The Permission to Start submittal determining all applications, fees and Signatures are complete and notification of the customer within a critical timeframe.
- B4. Coordinate the review of Petition for Variance applications by researching and determining the need for retrieval of historical information related to the project, making the proper assignments and determining if the petition is a precedent or non-precedent setting.
- B5. Processing plans through the web application and Sharepoint, including scheduling, setting permissions and alerts and monitoring the file upload applications.
- B6. Process all incoming and outgoing mail timely and appropriately using defined criteria.
- B7. Account for monies providing a balanced fee report on a daily basis.

5% C General Office Responsibilities

- C1. Respond to requests for documents, literature and brochures referring customers to direct program areas or other state, federal or local agencies as appropriate to their needs.
- C2. Help train other employees in procedures and operations.

5% D Assist in other duties and projects as assigned accurately and within expected timelines.

Knowledge, Skills and Abilities

- Knowledge of and ability to use effective written and oral communication skills.
- Knowledge of DSPS website functions, internet, database software and other types of applicable software.
- Ability to use a computer and Microsoft Office software.
- Skill in multi-tasking and prioritizing work.
- Skill in interpersonal relations.
- Knowledge of and ability to process and complete program forms and applications.
- Skill in organizing resources and establishing priorities.
- Understanding of administrative law, statutes and rules related to the department.
- The ability to work as a team.
- The ability to analyze and solve customer issues.
- The ability to represent the Department of Safety and Professional Services in a positive and professional manner.