

## LICENSE/PERMIT PROGRAM ASSOCIATE

### **Position Summary**

Under the general supervision of the Records Management Supervisor, this position issues licenses for a diverse range of professionals or business entities regulated by the Department and provides information to the public regarding licensing services and procedures. This position is the licensing specialist for assigned professions and also serves as backup for other professions.

#### 35% A. Administration of Credential Processing functions.

- A1. Review applications received for completeness, appropriate fees and signatures as required.
- A2. Enter applications into the Integrated Credentialing and Enforcement (ICE) system. Create the initial checklist to show all requirements for the requested method of licensure, i.e. by exam or by endorsement.
- A3. Match all supporting documents to the application file which is created at the time of initial data entry. Supporting documents may include but are not limited to: statements of graduation, certification of professional education, copies of diplomas, exam scores, verifications from other state Boards and verifications of supervised experience, etc.
- A4. Review incoming supporting documents for completeness and update the ICE checklist and indicate the date each requirement was met.
- A5. Coordinate with the Office of Education and Examination for applications that require scheduling a national exam, completion of a jurisprudence exam and continuing education.
- A6. Work with national exam providers to make applicants eligible for the exam, to query for scores and to post information to Department records.
- A7. Keep current with state statute and administrative rules changes, board directives and Department policies that affect the licensure process for assigned professions.
- A8. Issue temporary, limited and permanent credentials to applicants as appropriate when all requirements have been met.
- A9. Work with designated Board Liaisons responsible for reviewing documents and providing decisions on licensure application questions.

#### 35% B. Provision of information to applicants, other divisions within the department, the public, Board members and other interested parties.

- B1. Assist customers with questions that pertain to licensure of certain professions.
- B2. Refer phone calls and e-mail inquiries to the appropriate offices within the Department or to another state agency.
- B3. Inform customers of the Department's website and refer them to the statewide Licensing and Permitting website when they ask about professions not licensed by the Department.
- B4. Respond to inquiries about assigned professions by letter, phone, e-mail or fax.

- B5. Forward information to other state agencies or other state Boards as needed.
- B6. Submit agenda request forms with all necessary supporting documentation to Division of Policy Development for applications that require review by the examining Board or a committee of the Board. Forms must clearly describe the issue (e.g. foreign degree equivalency, criminal history, malpractice, etc.) and the action needed by the board to resolve it.
- B7. Prepare information to be included in application packets and assist the Records Management Supervisor in keeping information updated.
- B8. Assess credential processing procedures on a regular basis to determine if any steps can be streamlined.
- B9. Assist in preparing letters for the Secretary's office as requested by Supervisor.
- B10. Provide approved presentations to groups, schools and community leaders about requirements for licensure in the assigned professions.

30% C. Performance of other division services as needed.

- C1. Maintain procedures for duties performed and especially for anything particular to the professions assigned.
- C2. Identify the need for new or revised procedures in all areas of the Division of Professional Credential Processing.
- C3. Act as backup for professions other than those assigned to cover absences or when staff are otherwise unavailable.
- C4. Assist with the tasks necessary to process applications for professions other than those assigned during high-volume application or renewal periods.
- C5. Maintain each licensing file in an organized manner and submit the files to the State Records Center in accordance with the records retention schedules established for the Department.
- C6. Arrange for recall of files from the State Records Center as necessary after getting approval from Supervisor.
- C7. Sort incoming mail daily and organize materials by credential type.

**Knowledge, Skills and Abilities:**

Excellent attendance, punctuality and reliability  
 Excellent verbal and written communication skills  
 Excellent interpersonal and customer relation skills  
 Ability to exercise a professional demeanor and represent agency in a positive manner  
 Ability to interpret state statutes and code as they relate to the requirements for licensure  
 Ability to use a personal computer, internet, database software and other types of applicable software  
 Ability to work under strict deadlines  
 Analytical problem-solving skills  
 Skill in organization, establishing priorities and dealing with multiple tasks  
 Ability to work with multiple database applications at the same time

Familiarity with filing systems