

CLASSIFICATION TITLE- SUB-TITLE

License/Permit Program Associate – Business Unit

POSITION SUMMARY

Under the general supervision of the Records Management Supervisor, this position processes licenses for 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.

TIME %

GOALS AND WORKER ACTIVITIES

40%

A. Administration of Credential Processing Functions

- A1. Review Online Applications (OLAS) and paper 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: fingerprint results, certification of professional education, copies of diplomas, transcripts, exam scores, verifications from other state Boards and verifications of supervised experience, etc.
- A4. Review incoming supporting documents for completeness and update the checklist in ICE to indicate when each requirement has been met. If requirement is not met, update ICE checklist and request additional information. Notify the applicant by e-mail via the ICE checklist or print out the checklist and mail to the applicant (if no e-mail is provided).
- A5. Coordinate with the Office of Education and Examination for applications that require completion of a jurisprudence exam and/or continuing education.
- A6. Keep current with state statute and administrative rules changes, board directives and Department policies that affect the licensure process for assigned professions.
- A7. Refer application files to the Business Paralegal when they contain information about convictions, pending charges, arrests, alcohol or other drug assessments.
- A8. Issue temporary, limited and permanent credentials to applicants as appropriate when all requirements have been met.
- A9. Utilize Contact Center Anywhere (CCA) system to take inbound calls and make outbound calls in a friendly, professional, and helpful manner. Log into system daily by your scheduled start time. Monitor and update your status according to procedures and applicability.
- A10. Monitor CCA voicemails and personal voicemail boxes. Respond to customers within one business day.
- A11. Attend monthly one on one meetings with your direct supervisor and attend scheduled Business team meetings.
- A12. Access DOJ website for fingerprint results as applicable. Review report and update ICE to either “met” or “not met” and request additional information.

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, e-mail inquiries to the appropriate offices within the Department or to another state agency.
- B3. Inform customers of the Department's website and assist them in finding the information that they are inquiring about.
- B4. Respond to inquiries within one business day about assigned professions by letter, phone, e-mail (including both individual outlook inbox and the shared group outlook inbox) or fax.
- B5. Forward information to other state agencies or other state Boards as needed.
- B6. Submit complete 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.
- B7. Prepare information to be included in application packets and assist Records Management Supervisor in keeping information updated.
- B8. Attend board meetings when requested to answer credentialing matters relating to your assigned professions.
- B9. Assess credential processing procedures on a regular basis to determine if any steps can be streamlined.

20%

C. Performance of other division services as needed.

- C1. Maintain procedures for duties performed and assigned professions.
- C2. Identify the need for new or revised procedures in all areas of the Division of Professional Credential Processing.
- C3. Act as back-up for professions other than those assigned to cover vacations, absences or when staff are otherwise unavailable.
- C4. 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.
- C5. Notify supervisor by e-mail if recall of files from the State Records Center is necessary and including pertinent details about the request and need for file recall.

5%

D. Other duties as assigned

- D1. Assist with administrative projects.
- D2. Perform other supporting duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

1. Excellent attendance, punctuality, and reliability.
2. Excellent verbal and written communication skills
3. Excellent interpersonal and customer relation skills
4. Ability to exercise a professional demeanor and represent agency in a positive manner
5. Ability to use a personal computer, internet, database software and other types of applicable software efficiently
6. Ability to exercise analytical problem-solving skills
7. Skilled in organizing and establishing priorities
8. Ability to work with multiple database applications simultaneously
9. Familiarity with filing systems
10. Ability to work well with others
11. Ability to work independently and in a team environment