Records Management Supervisor
Division of Professional Credential Processing

POSITION SUMMARY:

Under general supervision of the Division Administrator, manage and supervise a team of License Permit Program Associates who process applications and issue licenses for business and trade professionals. Coach and provide staff guidance regarding professional qualifications and requirements for the 140 – 160 license types that are processed by each team. Provide backup to staff for all aspects of license processing and monitor accuracy of staff licensing actions. Act as liaison to bureau directors, boards and other divisions in DSPS to ensure that processes reflect current regulations, meet policies of the regulatory boards and the department and are carried out efficiently in cooperation with other DSPS work units. Manage and provide administrative functions for the division, including leading and managing special projects and represent the division on agency-wide projects and teams.

Time %	**GOALS AND WORKER ACTIVITIES**
40%	A. Management and supervision of the credentialing teams which process applications and issue licenses for business and trade professionals.
	A1. Conduct hiring interviews and make recommendations to the Division Administrator.
	A2. Handle employee-related matters including work-related complaints and performance problems and effectively recommend formal discipline.
	A3. Establish performance goals for all team members and prepare/deliver performance reviews.
	A4. Identify training needs and maintain training records. Provide orientation and training to new staff.
	A5. Interpret and implement division policies and operating procedures. Recommend changes to policy and procedure to Division Administrator. Ensure policies and/or procedures are enforced.
	A6. Schedule and approve work schedules and vacation/sick leave.
	A7. Plan, prioritize, assign and direct daily work activity. Develop and maintain work task back-up system.
	A8. Hold regularly scheduled meetings with staff.
40%	B. Provision of guidance to division staff and management of licensing.
	B1. Interpret and accurately apply administrative codes regarding professional license requirements for the team's assigned credentials.

B2. Provide staff guidance in application processing and licensing decisions, in particular, the most complex cases.

B3. Provide oral and written communications regarding qualifications for licenses to the public and applicants. Respond to and resolve service complaints.

B4. Provide input in the design of licensing applications.

B5. Process applications and issue licenses as needed to provide backup to staff, using computer-based applicant tracking and credential holder systems.

B6. Periodically review licensing files to verify staff accuracy.

B7. Lead or represent the division on special projects, including technology enhancement projects.

B8. Work effectively with IT and staff from other divisions to ensure agency and division needs are addressed.

20% C. Act as liaison to bureau directors, boards and other department offices to ensure processes reflect current regulations, policies of the regulatory boards and the department.

C1. Communicate with the Division Administrator, board directors, boards and other department units to report on credentialing activities and to understand their needs, coordinate services and ensure current, accurate and efficient processing of licenses.

C2. Serve as web author for the business and trades units.

C3. Review application and renewal files for conviction history and request additional information.

C4. Obtain CIB and FBI fingerprint results from the Department of Justice website for new and renewal license requests.

C5. Participate on the division management team in establishing uniform credentialing policies and procedures for the credentialing teams ensuring efficiencies. Provide input to the management team on suggested credentialing improvements.

Knowledge, Skills and Abilities

1. Knowledge of supervisory practices and principles
2. Strong problem-solving skills and project management skills
3. Strong interpersonal skills and customer service skills
4. Analytical and critical thinking skills
5. Skill to read and understand regulatory statutes and administrative codes
6. Knowledge of administrative law, evidence and the statutes and rules related to the department
7. Skill to exercise good judgment in the application of administrative policies
8. Policy development methods
9. Effective oral and written communication skills, including presentation skills
10. Organization skills and ability to handle multiple priorities
11. Computer skills, i.e. technical skills to effectively understand and use software and technology tools; Oracle database, Microsoft products, Internet, etc.
12. Familiarity with legal documents
13. Ability to exercise a professional demeanor and represent agency in a positive manner