

License/Permit Program Associate – Trades Credentialing

Position Summary

Under the general supervision of the Records Management Supervisor, this position processes license applications 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 all Trades professions. Travel is required for proctoring at external exam sites.

50% A. Administration of Credential Processing Functions.

- A1. Assist customers in determining which credentials are necessary for their profession by clarifying the various categories and levels within the credential.
- A2. Clarify minimum requirements of each credential so there is complete understanding of what is required to obtain and maintain the license.
- A3. Review applications received to determine whether or not they satisfy all requirements of statutes, administrative rules, departmental policies, and internal credentialing procedures.
- A4. Analyze professional experience history for legitimacy and verify total number of hours. Determine whether experience is appropriate to the category for which customer is applying.
- A5. Analyze certificates of insurance and bonds for accuracy and validity.
- A6. Enter accurate baseline customer data into credentialing database during initial contact with customer.
- A7. Communicate with customers via phone, e-mail, fax or in person to resolve issues regarding incomplete application or renewal materials.
- A8. Issue initial credential when all requirements are met.
- A9. Update databases continuously with information pertinent to renewals or customer information, such as change of address, continuing education credits, revocations, or suspensions.
- A11. Match initial applications and renewal applications with the Department of Revenue payment delinquency files. Deny credentials to applicants who do not resolve issues of delinquency.
- A12. Account for fees submitted by customers through the mail or over the counter.
- A13. Conduct criminal background check using records at the Wisconsin Crime Information Bureau and refer records with significant discrepancies to the convictions coordinator.

25% B. Administration of Exams.

- B1. Create an exam confirmation letter for credentials with pre-examination requirements, or determine if it is necessary to refer an application to the program manager for further verification prior to exam.
- B2. Maintain a secure electronic database of exam questions. Select questions randomly to generate new exams. Verify that valid exam keys have been generated for each new exam. Grade exams and inform customer of exam results. Schedule and monitor exam reviews.
- B3. Coordinate the exam process, to include scheduling customers for exams, preparing exam materials, proctoring exams, grading exams, and generating result letters.

25% C. Performance of other duties as assigned.

- C1. Maintain procedures for duties performed and identify the need for new or revised procedures.
- C2. Respond to customers or coworkers, verbally or in writing, to inquiries received via telephone, postal mail, fax or e-mail, using excellent communication skills and good professional judgment.
- C3. Compose correspondence independently using professional judgment, personal knowledge of the program area and excellent communication skills.
- C4. Respond to requests for documents referring customer to direct program area or other agencies when appropriate.
- C5. Perform other duties as assigned.

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