

POSITION DESCRIPTION

IMPORTANT: PLEASE READ INSTRUCTIONS ON PAGES 2 and 3

OSER-DCLR-10 (Rev. 08-2010)
State of Wisconsin
Office of State Employment Relations

1. Position No. 029464	2. Cert / Reclass Request No.	3. Agency No. 165
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4. NAME OF EMPLOYEE	5. DEPARTMENT, UNIT, WORK ADDRESS Department of Safety and Professional Services Division of Professional Credential Processing 1400 E. Washington Ave Madison, WI 53703
6. CLASSIFICATION TITLE OF POSITION License Permit Program Associate	
7. CLASS TITLE OPTION <i>(to be filled out by Human Resources Office)</i>	8. NAME AND CLASS OF FORMER INCUMBENT Kristin Johnson, License Permit Program Associate
9. AGENCY WORKING TITLE OF POSITION Trades & Business Credentialing	10. NAME & CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES Krystal Flogel – License Permit Program Associate (Trades) Jean Henry – License Permit Program Associate (Business)
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Vacant, Records Management Supervisor	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? Yes No
IF YES, COMPLETE AND ATTACH A SUPERVISOR EXCLUSION ANALYSIS FORM (OSER-DCLR-84).

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

See attached

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION *(Please see sample format and instructions on Page 3.)*

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES	(Continue on attached sheets)
	See attached	

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION *(See Instructions on Page 2)*

- a. The supervision, direction, and review given to the work of this position is close limited general.
- b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.

(Please initial and date attachments.)

Signature of first-line supervisor _____ Date _____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.
(Please initial and date attachments.)

Signature of employee _____ Date _____

18. Signature of Personnel Manager _____ Date _____

DISTRIBUTE COPIES OF SIGNED FORM TO:

- P-FILE
- OFFICE OF STATE EMPLOYMENT RELATIONS
- EMPLOYEE
- DEPARTMENT
- CERT REQUEST COPY

CLASSIFICATION TITLE- SUB-TITLE

License Permit Program Associate / Trades & Business 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 Trade professions and assigned Business professions.

(Rated PD
Only)

<u>TR1</u>	<u>TR2</u>	<u>TIME %</u>	<u>GOALS AND WORKER ACTIVITIES</u>
		70%	A. Administration of Credential Processing Functions - Trades A1. Assist customers via phone, e-mail, or in person 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. A10. 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. A11. Account for fees submitted by customers through the mail or over the counter. A12. Conduct criminal background check using records at the Wisconsin Crime Information Bureau and refer records with significant discrepancies to the convictions coordinator.
		20%	B. Administration of Credential Processing functions - Business. B1. Review applications received for completeness, appropriate fees and signatures as required. B2. 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. B3. 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.

- B4. Review incoming supporting documents for completeness and update the ICE checklist and indicate the date each requirement was met.
- B5. Coordinate with the Office of Education and Examination for applications that require scheduling a national exam, completion of a jurisprudence exam and continuing education.
- B6. Work with national exam providers to make applicants eligible for the exam, to query for scores and to post information to Department records.
- B7. Keep current with state statute and administrative rules changes, board directives and Department policies that affect the licensure process for assigned professions.
- B8. Issue temporary, limited and permanent credentials to applicants as appropriate when all requirements have been met.
- B9. Work with designated Board Liaisons responsible for reviewing documents and providing decisions on licensure application questions.

10%

C. Performance of other duties as assigned. – Trades & Business

- 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. Refer phone calls and e-mail inquiries to the appropriate offices within the Department or to another state agency.
- C4. Act as backup for professions other than those assigned to cover absences or when staff are otherwise unavailable.
- C5. Inform customers of the Department's website.
- C6. Prepare information to be included in application packets and assist the Records Management Supervisor in keeping information updated.
- C7. Maintain each licensing file in an organized manner and submit the files to the State Records Center (and arrange for the recall of files from the State Records Center as necessary) or destroy documents in accordance with the records retention schedules established for the Department.
- C8. Respond to requests for documents referring customer to direct program area or other agencies when appropriate.
- C9. Perform other duties as assigned.

KR1 **KR2** **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 interpret state statutes and code as they relate to the requirements for licensure
6. Ability to use a personal computer, internet, database software and other types of applicable software
7. Ability to work under strict deadlines
8. Analytical problem-solving skills
9. Skill in organization, establishing priorities and dealing with multiple tasks
10. Ability to work with multiple database applications at the same time
11. Familiarity with filing systems
12. Ability to work independently and in a team environment