

**LICENSE SPECIALIST
COMMON COUNCIL – CITY CLERK’S OFFICE**

PURPOSE: Process license applications; understand and incorporate procedures and regulations pertaining to licensing matters while interacting with a diverse population.

ESSENTIAL FUNCTIONS: The License Specialist will:

- Process license applications, fees and related police, health and neighborhood services reports, insurance and bond certificates and other required documents.
- Respond to questions from applicants and other employees to: eligibility, the required information needed, the procedure of filing, the process used in determining who must file and what must be listed on an application.
- Effectively work with members of the public, responding to a population with a wide disparity of knowledge of written instructions.
- Respond calmly to individuals concerned about licensing time lines and other requirements.
- Update and maintain computerized and physical license records.
- Prepare license agendas for Utilities and Licenses Committee and lists for Common Council action.
- Operate office computer programs, including advanced word processing functions, electronic mail, property data searches, mainframe database functions and specialized printer operations.
- Search records and databases for information needed by the License Coordinators, Assistant Manager, or Manager for reports speeches and briefings for other departments, governmental and elected officials.
- Take responsibility for all steps in the processing of licenses.
- Compose and initiate routine and non-routine correspondence and memorandums for the signature of the License Division Manager and Assistant Manager.
- Understand legal entities such as partnerships, corporations, limited liability corporations, as they relate to license application procedures and requirements.
- Notarize license applications and other required forms.
- Perform other duties as assigned by the License Division Manager, Assistant Manager, and/or License Coordinators.

MINIMUM REQUIREMENTS:

1. Ability to communicate effectively both orally and in writing, with the public and other personnel at all levels.
2. Ability to perform effectively under pressure.
3. Knowledge of computer word processing programs and the capability to operate a computer at a level required for license division work.
4. Broad knowledge of licenses issued by the license division.
5. Ability to work independently with a minimum amount of supervision.
6. City of Milwaukee residency within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:

- High school diploma or equivalent.