



Code: 1246

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Examining and Licensing

CLASS TITLE: DIRECTOR OF LICENSE ADMINISTRATION

CHARACTERISTICS OF THE CLASS

Under direction, the class manages and directs municipal license administration, enforcement operations, and related programs for the Office of the City Clerk, and performs related duties as required

ESSENTIAL DUTIES

- Manages staff engaged in processing licensing transactions and providing customer service to clients in person, by telephone, and via email
- Plans and monitors the work of staff assigned to satellite field sites engaged in license administration functions
- Coordinates and oversees the sale and revenue collection of municipal licenses by third party sellers including Aldermanic Offices and the Department of Finance
- Develops and implements security measures and operational controls to ensure the proper issuance of licenses and that funds are deposited into appropriate accounts
- Provides technical assistance to staff in responding to atypical inquiries and complaints from City departments, elected officials, the general public, and government agencies (e.g., Illinois Secretary of State's Office)
- Coordinates and oversees field investigation staff responsible for enforcing license administration requirements
- Collaborates with City departments to coordinate license investigation and enforcement activities
- Establishes goals and objectives for City-wide municipal license programs and special projects (e.g., Chicago CityKey)
- Develops and maintains partnerships with public, private, and not-for-profit organizations involved in license issuance and administration activities
- Coordinates work with City departments and participating vendors to promote the implementation of related programs and special projects
- Oversees the work of staff and delegate agencies to ensure compliance with program standards and established guidelines
- Directs the development and management of program contracts, budgets, grants, and administrative functions
- Develops and implements work standards and operating procedures to ensure efficient license administration and enforcement activities
- Compiles statistical information and prepares comprehensive work activity and revenue collection reports
- Coordinates and facilitates staff training, monitors and evaluates work performance and participates in disciplinary procedures

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Business or Public Administration or a directly related field, plus five years of work experience in the administration of licensing activities OR operations/project management work experience, of which two years are in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience provided that the minimum degree requirement is met.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- applicable federal, state, and local laws, regulations, and municipal licensing guidelines
- principles and practices of program planning, development and implementation
- program monitoring and evaluating methods, practices and procedures

Moderate knowledge of:

- supervisory and managerial methods, practices and procedures
- project management methods, practices and procedures
- applicable computer software packages and applications
- report preparation methods, practices and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS – Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- REACH CONCLUSIONS – Combine pieces of information to form general rules or conclusions (includes finding a relation among seemingly unrelated events)

Other Work Requirements

- LEADERSHIP – Demonstrate willingness to lead, take charge and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING – Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
February, 2018