

# **SNOHOMISH COUNTY JOB DESCRIPTION**

## **LICENSE COMPLAINT SPECIALIST**

Spec No. 6256

### **BASIC FUNCTION**

To investigate and resolve complaints relating to licensed businesses and kennels in Snohomish County. Responsibilities include performing on-site inspections and investigations of businesses and kennels for compliance with Snohomish County Codes.

### **STATEMENT OF ESSENTIAL DUTIES**

1. Interviews individuals in person and by phone regarding citizens' complaints relating to a licensed business and kennels.
2. Inspects businesses and kennels in response to complaints relating to compliance with county business license codes.
3. Assists the general public in person or on the phone by explaining business license requirements, policies and procedures, identifies violations and proposes compliance requirements.
4. Refers complaints regarding zoning set backs, plumbing codes, commercial electrical codes, fire codes to respective departments.
5. Investigates complaints of improper licensing or non-compliance with county licensing ordinances; maintains file records of investigations and follows up to ensure compliance.
6. Prepares case documentation; researches records and legal descriptions to verify location and ownership of property; confirms facts; establishes written and pictorial evidence for file to support alleged violations. May provide testimony in court or before Hearing Examiner in regard to specific reports and activities related to business and kennel licenses.
7. Picks up suspended or revoked licenses as directed.
8. Develops and maintains effective working relationships with other governmental agencies including, but not limited to, the Snohomish County Sheriff's Office, Snohomish County Animal Control, Snohomish County Planning and Development Services, Snohomish County Treasurer's Office and Snohomish County Public Works.
9. Provides reports, updates and information to department management team as necessary.

### **MINIMUM QUALIFICATIONS**

Two (2) years of experience in administering and/or interpreting federal, state, county, city or local laws and regulations including six (6) months experience dealing with the public and conflict resolution; OR any equivalent combination of training and/or experience which provides the required knowledge and skills. Must pass job related tests.

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### SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required.

Candidate must successfully pass a background check.

### KNOWLEDGE AND ABILITIES

Knowledge of:

- office procedures and practices;
- county standard computer hardware and software;
- business English, grammar and arithmetic;
- investigative methods and techniques;
- conflict mediation and resolution techniques;
- laws, codes and regulations related to the area of assignment.

Ability to:

- communicate effectively, verbally and in writing, with a variety of diverse groups and individuals;
- provide effective customer service;
- create and maintain effective interpersonal relationships with a diversity of others and under stressful situations;
- interact with tact and diplomacy;
- operate with a degree of independence and self-direction;
- prioritize daily schedule and adjust where necessary;
- mediate and resolve conflicts;
- read, interpret and implement ordinances, codes, laws, and established policies and procedures;
- work effectively under pressure and stress.

### SUPERVISION

Employees receive direction from the Licensing Coordinator, or other supervisory/management staff. Indicating generally what is to be done, the quantity of work expected and any deadlines, which are to be met, makes assignments. The employee plans and carries out successive steps and resolves problems in accordance with instructions, policies and accepted practices. The work is reviewed through reports, conferences and meetings.

### WORKING CONDITIONS

The work is performed both indoors and outdoors in all types of weather at business sites throughout the county. The work may involve dealing with hostile individuals as well as suspected criminals. Employees may be required to work evenings, weekends and holidays as necessary.

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Snohomish County is an Equal Employment Opportunity (EEO) employer.  
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Classification Established: March 1999

EEO Category: 2 – Professionals

Pay Grade: 233 – Classified Pay Plan

Workers Comp: 1501 Hazardous