

SNOHOMISH COUNTY JOB DESCRIPTION

LICENSING CONTRACT COMPLIANCE SPECIALIST

Spec No. 6132

BASIC FUNCTION

Monitors subagent compliance with Department of Licensing contracts. Performs financial and inventory reconciliation and reviews titles and registration transactions in licensing subagent field offices. Trains, evaluates and certifies licensing subagents and Auditor's Office Licensing Division personnel, who perform licensing functions on behalf of the Washington State Department of Licensing.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Monitors subagent compliance with Department of Licensing contracts, established licensing laws, and policies and procedures through on-site reviews, desk audits, inspections, observations and other means.
2. Recommends, develops and monitors subagent corrective action plans when warranted.
3. Maintains subagent contract agreements as well as accurate and complete records, files and statistical data.
4. Prepares reports which include commendations, findings, irregularities and recommendations, as well as any follow up necessary to bring subagents into compliance with the Department of Licensing subagent contract and/or vehicle policies and procedures.
5. Reconciles licensing subagent bank statements and check ledgers; balances cash receipts with financial reports; and makes recommendations to correct identified ledger discrepancies.
6. Reviews the work of Auditor's Office Licensing Division and subagent personnel to ensure an accuracy rate of at least 95% as prescribed by the Department of Licensing.
7. Issues and reconciles accountable licensing inventory for Auditor's Office Licensing Division and subagents, ensuring adequate supply and accountability, and makes recommendations for improvements.
8. Plans, develops, coordinates and conducts training designed to fulfill annual continuing education requirements for all Department of Licensing certified personnel in Snohomish County.
9. Administers tests, evaluates and certifies the proficiency and expertise of the Auditor's Office Licensing Division and subagent personnel with the Department of Licensing vehicle system.
10. Provides training and technical assistance to Auditor's Office Licensing Division and subagent personnel on changes to vehicle policies, procedures and legislation and enhancements to the Department of Licensing vehicle system.
11. Designs performance plans for subagent personnel who require additional support to effectively provide Department of Licensing services to the public.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

12. Provides support to subagents regarding fraud alerts, workstation acquisition, burglary/robbery response and subagent openings and/or closures.
13. Performs the duties of Licensing Examiner II as required.
14. Participates in Department of Licensing user group meetings, licensing conferences and other meetings as needed.

STATEMENT OF OTHER JOB DUTIES

15. Performs other duties as assigned.

MINIMUM QUALIFICATIONS

An Associate's degree in public administration or business, or related field; PLUS, AND three (3) years of experience in vehicle and vessel title and licensing regulations and issuance; demonstrated experience in training or teaching; OR, any combination of training and/or experience that provides the required knowledge and abilities. Must pass job related tests.

SPECIAL REQUIREMENTS

State of Washington Department of Licensing certification is required.
A valid Washington State Driver's license is required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Department of Licensing vehicle policies and procedures;
- principles and practices of contract compliance administration;
- bookkeeping, accounting, and cashiering methods;
- audit practices/procedures including report writing;
- customer service practices and techniques;
- state and local laws and administrative codes relating to vehicle and vessel licensing;
- advanced training, teaching and evaluation techniques and methods;
- inventory management;
- general office practices and procedures;
- Department of Licensing vehicle system;
- business writing including proper spelling, grammar, punctuation, and word usage;
- Microsoft Office applications.

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Ability to:

- read, interpret and implement federal and state licensing laws;
- establish effective work relationships with supervisors, peers, subordinates, licensing subagent personnel, the general public and other governmental agencies;
- maintain necessary records and prepare required reports;
- interact with multiple stakeholders in a courteous manner exercising discretion and tact;
- exercise initiative and judgment and make decisions within the scope of assigned authority;
- be self-directed and work with minimal supervision;
- perform complex vehicle/vessel transactions on the vehicle database system;
- learn and retain new, complex licensing procedures; follow oral and written instructions;
- communicate effectively orally and in writing ;
- write clear, concise reports utilizing standard report formatting;
- work efficiently under pressure with specific timelines;
- utilize standard and specialized office equipment.

SUPERVISION

The employee is self-directed, acts within the scope of his/her authority and receives oversight from the Licensing Supervisor and Manager.

WORKING CONDITIONS

Lifting boxes weighing up to fifty-five (55) pounds is required. The ability to stand and/or sit for four (4) hours or more at a time is required. The ability to keyboard for four (4) hours or more at one time is required. Frequent travel throughout Snohomish County conducting on site visits at subagent locations. The work occurs in typical office environments.

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

[EEO policy and ADA notice](#)

Class Established: February 1989 as License Lead, Vehicle

Revised: December 1990

Revised & Retitled: November 1991, March 2000, June 2003

Revised and Retitled: September 2007 as Licensing Examiner Trainer and Field Auditor

Revised and Retitled: May 2016 as Licensing Contract Compliance Specialist

EEO Category: 6 – Administrative Support

Pay Grade: 236 – Classified Pay Plan

Workers Comp: 5306 Non-Hazardous