

SNOHOMISH COUNTY JOB DESCRIPTION

LICENSING EXAMINER LEAD

Spec No. 3316

BASIC FUNCTION

To lead and train License Examiners in complex Department of Licensing and certain business licensing transactions, policies and procedures. The Licensing Examiner Lead assists the manager and supervisor in the administration of the Licensing Division.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Assists the Licensing Supervisor and Manager in planning, organizing and coordinating the activities of the Licensing Division.
2. Prioritizes and assigns daily work; reviews work to ensure accuracy and compliance in all licensing transactions.
3. Handles day-to-day personnel situations.
4. Analyzes and resolves issues and questions encountered in the work unit; receives, investigates and resolves escalated customer questions, problems and complaints; serves as licensing subject matter expert to other government agencies or contractual agents.
5. Collects data, prepares reports and maintain records as required.
6. May serve as the Licensing Supervisor in their absence.
7. May perform any or all duties of Licensing Examiner I, Licensing Examiner II and Licensing Contract Compliance Specialists as required.
8. Performs related duties as required.

MINIMUM QUALIFICATIONS

Four (4) years experience as a License Examiner II, including two (2) years customer service and two (2) years cashiering experience; PLUS, completion of the Department of Licensing Certified Operator program OR, the equivalent combination of training and/or experience which provides the required knowledge and abilities. Must pass job related tests.

KNOWLEDGE AND ABILITIES

Knowledge of:

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- bookkeeping, accounting, and cashiering principles
- basic audit practices/procedures
- federal, state and local laws and administrative codes relating to vehicle and vessel licensing
- training, teaching and evaluation techniques
- general standard office practices and procedures
- supervisory practices and techniques
- Microsoft Office Suite applications

Ability to:

- effectively lead, coordinate and evaluate the work of subordinate employees
- identify procedural issues and develop and recommend effective solutions and new processes
- resolve issues effectively and efficiently under pressure within specific timelines
- prepare staff work, lunch and break schedules; make necessary adjustments for unplanned absences and balance the work flow as necessary
- evaluate production and performance levels of Licensing staff and provide effective feedback
- provide analysis of subordinate staff to License Supervisor and/or License Manager for performance evaluations, coaching and disciplinary actions:
- exercise initiative and judgment and make decisions within scope of authority
- promote continuous improvement practices
- maintain necessary records and prepare required reports
- establish and maintain effective work relationships with supervisors, peers, subordinates, representatives of licensing subagents, the public and other governmental agencies
- communicate effectively orally and in writing
- review and process a wide variety of complex licensing transactions

SUPERVISION

The employee in this class receives direction and oversight from the License Supervisor and/or License Manager and has wide latitude in leading and managing the workflow of the division. The employee is responsible for the quantity, quality and accuracy of the work produced by subordinates. The employee plans and carries out successive steps to

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resolve problems in accordance with written and/or verbal instructions, policies, procedures and accepted practices.

WORKING CONDITIONS

The work is performed in the usual office environment with an in-person customer service counter.

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: November 1995

Revised: (Previously separate classification: Elections/Voter Registration Lead, Licensing Lead and Recording Lead)

Revised: March 2000.

Revised: May 2003 (classification re-established as License Lead)

Revised and Retitled: September 2007 as Licensing Examiner Lead

Revised: November 2021

Previous Spec No. 431442

EEO Category: 6 – Administrative Support

Pay Grade: 237 – Classified Pay Plan

Workers Comp: 5306 Non-Hazardous