

SNOHOMISH COUNTY JOB DESCRIPTION

LICENSING SUPERVISOR

Spec No. 6131

BASIC FUNCTION

To provide direct supervision and support to the Lead Licensing Examiner, Licensing Examiner Trainer, and License Compliance Inspectors; provides support to Animal Control Service Officers in the absence of the Animal Control Supervisor; evaluate performance of all subordinate Licensing staff, and reinforce training of subordinate employees on legislative changes. The Licensing Supervisor may perform the tasks of any or all of the Licensing subordinate positions excluding the field duties of the Animal Control Service Officers.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Provides direct supervision and support to and evaluation of Licensing subordinate staff.
2. Participates in and make recommendations concerning the hiring, training, evaluation, discipline, transfer and termination of subordinate employees; develop work plans and monitors actual progress, assess employee performance against set standards, goals and objectives; prepares written evaluations as required; reviews Licensing Examiner testing and training materials and processes and provides direction for the development and implementation of new testing and training materials; administers and scores proficiency tests.
3. Prepares a variety of civil legal documents including civil notice and orders and related correspondence for license suspensions, may review legal documents prepared by license inspectors including license denials, suspensions or revocations due to code violations;
4. Provides support and technical assistance to vehicle license subagents on VFS (State of Washington Vehicle Field System), inventory control, DOL agency account reconciliation and adjustments; and complex licensing transactions; including interpretation of DOL policies and directives, WAC's and RCW's.
5. Develops, recommends and implements new regulations, procedural changes and technology systems for use by licensing subordinates; prepares and reconciles division statistical and financial reports monthly.
6. Develops, implements, and monitors procedures for electronic fund transfers from Vehicle License Subagency Accounts to the Snohomish County Auditor's Vehicle License Agency Account electronically withdraws county fees from subagent accounts through ACH transactions daily using Micro-Cash software and modems; reconciles transactions with system generated reports; verifies electronic deposit transactions through web-based Bank of America Treasury Direct Services; reconciles with Micro-Cash system reports; and prepares transmittals for deposit to county general fund; maintains financial reports and records for audits.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

7. Analyzes and resolves technical problems with the VFS and procedural questions encountered in the work unit that Licensing subordinate employees cannot answer; receives, investigates, and resolve customer's questions, problems and complaints;
8. Makes decisions and directs License Compliance Inspectors to implement corrective actions on a wide variety of business license applications including license non-compliance and gambling tax audits; monitors work in progress of License Compliance Inspectors including gambling tax audits, complaints and license non-compliance reports; performs the work of the License Compliance Inspectors in their absence as needed including on site field inspections in a variety of business locations including public events, public bathhouses, adult entertainment studios, adult panorams, kennels and other animal businesses; issues corrective action orders and prepares civil notice and orders as needed.
9. Administers False Alarm program and processes including direct supervision and monitoring of data entry, ensuring integrity of data, oversight of civil fine collection including posting payments to corresponding violations; resolving discrepancies; generating related correspondence as necessary; forwarding delinquent violations to collection agency, monitoring and coordinating collection activities;
10. Maintains and prepares divisional payroll records including data entry using Excel spreadsheets and Hi-Line County Network Payroll system; initiates correspondence and divisional forms; executes, records and monitors disciplinary actions; approves leave requests; tracks employee FMLA usage and monitors for federal and state law compliance.
11. Authorizes expenditures of divisional budget line items for supplies, equipment, extra help, and printing including ordering, completing
12. payment requisitions and account reconciliation ensuring compliance with division contracts for animal shelter services; municipal animal transports and pet licensing services; processes refund requisitions as necessary;
13. Carries out Licensing Division work plans, goals and objectives providing oversight and direction to Licensing subordinate staff as necessary to ensure compliance with set standards;
14. Monitors, and ensures safety and security of Licensing subordinate employees and operations while at work in the office or the field.
15. Represents the Licensing Division or Auditor's office on various Department of Licensing and Auditors Association (WSACA) committees at the state level and serves on countywide committees as indicated.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

16. Ensure that the daily functions of the Licensing Division are accomplished by filling in during periods where staffing is below minimal levels, performing any or all of the duties of Licensing subordinate employees using VFS and county network and web-based programs including the receipting of fees, processing of a wide variety of complex licenses and permits at the customer service counter and conducting on-sight field inspections, as required;
17. Provides direction and oversight to Animal Control Services Officers in the absence of the Animal Control Services Supervisor;
18. Acts as the divisional manager in his/her absence.
19. Administers the state Address Confidentiality Program (ACP) for the division.
20. Performs related duties as required.

MINIMUM QUALIFICATIONS

Six (6) years of experience covering all phases of licensing, including six (6) years of state and local law interpretation and implementation. In addition, a minimum of six (6) years of direct public customer service experience in conflict resolution in potentially volatile environments such as gambling establishments and/or adult entertainment businesses; OR, any equivalent combination of training and/or experience that provides the required knowledge and skills. Prior supervisory experience is required. Must pass job related tests.

KNOWLEDGE AND ABILITIES

Knowledge of:

- advanced bookkeeping, accounting, and cashiering methods, techniques and principles;
- typing and word processing experience and proficiency
- advanced audit practices/procedures including report writing
- federal, state and local laws and administrative codes relating to vehicle and vessel licensing
- state and local laws and ordinances relating to marriage, business and animal licensing
- false alarms and related civil notice and orders and appeals
- mediation and complaint resolution practices
- employee performance evaluation practices and techniques
- training, teaching and evaluation techniques and methods
- general standard office practices and procedures
- supervisory practices and techniques
- State of Washington Department of Licensing Vehicle Field System

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KNOWLEDGE AND ABILITIES (Continued)

- business writing including proper English, spelling, grammar, punctuation, and word usage
- Microsoft Office software including proficiency in web-based applications, Access database management; Excel spreadsheets and advanced word processing, mail merge and templates using Word

Ability to:

- evaluate programs, policies and procedures, analyze operations and to take effective action to correct deficiencies and resolve problems
- read, interpret and implement related Washington state and federal laws, local ordinances and the policies and procedures of multiple state agencies
- read, write and understand complex civil legal documents and processes
- provide oversight of business practices of gambling and adult entertainment operations
- meet deadlines and cope with constant interruptions
- analyze, interpret and communicate complex licensing and financial information
- exercise initiative and judgment and make decisions within scope of authority
- demonstrate proficiency in the various facets of a wide variety of county licenses, regulations and ordinances
- establish and maintain effective work relationships with superiors, peers, associates, subordinates, the general public and other governmental agencies, business patrons and business owners; tactfully and impartially communicate compliance deficits and enforce if necessary
- deal effectively with and gain cooperation of the public under stressful conditions
- exercise sound judgment under hostile and stressful situations and to solve problems in a professional and objective manner
- understand and follow complex oral and written directions
- communicate, both verbally and in writing, in a professional manner, including composing letters with or without templates for compliance/enforcement for animal control officers, license compliance inspectors and manager
- work independently and be self-motivated
- develop and maintain effective interpersonal relationships with diverse groups of people
- evaluate production and performance levels for subordinates and provide effective feedback on an on-going basis
- provide verbal and detailed written analysis of subordinate staff to Manager for performance evaluations, coaching and disciplinary actions

SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required. State certification – VFS (Vehicle Field System) is required.

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PHYSICAL REQUIREMENTS

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. The ability to see, speak and hear is required.

WORKING CONDITIONS

The work is typically performed in the office environment of the Licensing Division of the Auditor's Office. Occasional outside travel is required. Fieldwork 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 exposed to various communicable diseases, noxious orders and tobacco smoke as well as sick and or diseased animals. Employees will have contact with patron owners and employees of adult entertainment and gambling establishments.

SUPERVISION

The employee in this classification receives administrative direction and oversight from the divisional manager and has wide latitude and scope in dealing with the day-to-day operations of the Licensing Division. Employee plans and carries out successive steps and resolves problems in accordance with applicable laws, instructions, policies and accepted practices. Employee is responsible for ensuring the accuracy of the work products produced by the Licensing subordinates including the balancing and reconciliation of revenues, license compliance and code enforcement activities and ensure division productivity goals are reached and maintained.

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: June 1986 as License Supervisor
Revised: February 1987
Revised and Retitled: August 1991 as Licensing Coordinator
Revised and Retitled: March 1994 as License Coordinator
New job description, 11/96.
Revised and Retitled: 2000 as License Supervisor – pay grade 240
Revised: October 2007 as Licensing Supervisor
EEO Category: 6 – Administrative Support
Pay grade: 242 – Classified Pay Plan
Workers Comp: 5306 Non-Hazardous