



LICENSE/REGISTRATION AGENT II

CHARACTERISTICS OF WORK:

This is senior-level administrative work which involves licensing or registration activities in a state agency. Incumbents perform a variety of administrative and customer service duties related to the agency's license and boat registration units. Work involves considerable public contact and is performed in accordance with established regulations, procedures and administrative directives under the direction of an administrative superior.

MINIMUM QUALIFICATIONS:

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

A Bachelor's Degree from an accredited four-year college or university;

AND

Experience:

One (1) year of experience related to the described duties.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Five (5) years of experience related to the described duties.

Substitution Statement:

Above graduation from a standard four-year high school or equivalent (GED), related education and related experience may be substituted on an equal basis.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Interprets and applies governing statutes, rules, regulations and policies and provides information to the general public and statewide agents.

Coordinates point-of-sale license and registration activities with statewide agents.
Assists the public in purchasing or renewing hunting, fishing or specialized licenses.

Assists the public in the registration of boats.

Evaluates applications and associated credentials for licensure or registration requirements.

Researches and analyzes administrative problems and resolves discrepancies or complaints.

Coordinates licensure and registration functions with other divisions.

Assists in compiling investigative reports for agency accountability and administration.

Audits accounts/sales transactions and tests for compliance.

Verifies deposits of money received for license and registration fees and balances transactions.

Compiles and maintains statistical and fiscal records of various transactions.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.