



LICENSING OFFICER, PROFESSIONAL

CHARACTERISTICS OF WORK:

This is professional work with the responsibility of administering the licensure activities of a state board or licensing authority. Duties include evaluating applications and associated credentials for licensure; consulting with interested parties regarding licensure requirements; scheduling and administering licensure examinations; compiling statistical reports; coordinating licensure activities with other divisions; and composing correspondence to concerned parties regarding licensure activities or disciplinary actions to be taken. Duties are performed under general supervision from an administrative superior while direct supervision may be exercised over subordinates.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

A Bachelor's Degree from an accredited four-year college or university in a field related to the scientific, technological, or specialized functions of the employing agency.

OR

Education:

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

AND

Experience:

Four (4) years of experience related to the described duties.

Substitution Statement:

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

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; and use hands to finger, handle, or feel objects, tools, or controls. The incumbent is frequently required to walk; and reach with hands and arms. The incumbent is occasionally required to stand; stoop, kneel, crouch, or bend; and climb or balance.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Communication: Shares information in writing or verbally.

Concisely and correctly answers questions and/or explains or conveys information to the public, agency, co-workers, and other entities. Asks appropriate questions to gain information needed to assist the public or provide information to the public, agency personnel (e.g., personnel inside agency, outside agency, other states' agency personnel), or other entities regarding licensure requirements and procedures. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memoranda, etc. Communicates

information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel. Composes correspondence related to licensure activities. Communicates information to other divisions concerning licensure requirements.

Record Management: Manages records and documentation regarding licensure requirements.

Maintains and evaluates all records (forms, credentials, transcripts) submitted by applicants. Compiles statistical data obtained from test results, application forms, and surveys to determine significant differences or trends in the relationships among sources of information.

Licensing: Administers the licensure activities of a state board or licensing authority.

Evaluates applications and associated credentials for licensure. Schedules and administers licensure examinations. Distributes information to applicants and other groups regarding licensure requirements. Notifies examinees of test results. Ensures authenticity of licensing data submitted for review.

Professional Maturity: Possesses the capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled, and enables the incumbent to deal with situations in the workplace in a professional manner.

Is able to assess the situation and appropriately respond. Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time in stressful or high-pressure situations. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Aligns personal behavior with agency standards. Continuously assesses work unit for areas of improvements and suggest changes for continuous improvement. Responds appropriately to supervision and administrative decisions. Is able to work under and with authority and accepts decisions. Takes initiative to accomplish stated and unstated goals. Maintains appropriate standards of professionalism and only provides information within authority. Follows procedures concerning confidentiality.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Enforces all state and/or federal laws regulating the issuance, renewal, reinstatement, and/or duplication of licenses or permits in performing related activities.
2. Reviews and verifies applications and supporting documentation to determine eligibility for licensure.
3. Maintains complete and updated files and records to include licenses or permits issued, applications and documentation received, tests administered, fees received, and/or various reports submitted.
4. Provides various information in response to inquiries including licensure lists, licensing requirements, and related state/federal regulations.

EXAMPLES OF WORK:

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

Distributes information to applicants, institutions, professional groups, and employers regarding licensure requirements and procedures.

Evaluates data contained in application forms, credentials, business records, or other documents to gather facts, verify correctness, or establish authenticity.

Reviews application forms, transcripts, identification, and/or previous records submitted by applicants from other states, foreign countries, or schools to determine if standards for admission to examination or requirements are satisfied.

Schedules examinations by arranging testing facilities and notifying applicants of time and location of test.

Administers examination which includes verifying identification and admission papers of applicants and distributing and collecting test forms.

Notifies examinees of test results to inform them of eligibility for licensure.

Compiles statistical data obtained from test results, application forms, and surveys to determine significant differences or trends in the relationships among sources of information.

Verifies deposit of money received, i.e., application fees, examination fees, and license renewal fees.

Develops and proposes new or revised policies, procedures, rules, and regulations to ensure the efficiency and effectiveness of licensing activities.

Composes correspondence relative to licensure activities.

Coordinates and/or investigates complaints.

Participates in and/or coordinates the investigation of complaints.

Investigates to ensure efficiency and effectiveness of licensing activities.

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.