



JOB DESCRIPTION

Title: **BUSINESS LICENSE SPECIALIST**
Department: Community & Economic Development
Class Code: 6300
FLSA Status: Non-Exempt
Effective Date: September 1, 1986 (Rev. 07/2012)

GENERAL PURPOSE

Under general supervision from the Community Development Supervisor, performs a variety of duties in issuing, monitoring and approving business licenses and assists with the administrative functions of the Community and Economic Development Division.

ESSENTIAL DUTIES

- Assist the public with general information as well as assisting public in completing required licensing forms; provides information to the public pertaining to licensing of businesses; create and maintain information sheets and other documentation for distribution to the public concerning business licenses.
- Receive applications for business, beer, liquor consumption, temporary businesses; determines which inspections are necessary for approval of licensing; communicates with Salt Lake Valley Health Department when required; communicates with Murray Police, Zoning, and Fire personnel and other applicable departmental personnel when required for approval of business licenses.
- Produce receipts when applicant(s) pay fees; must reconcile receipts each day and prepare these receipts/monies for the Treasurer Office.
- Contacts unlicensed businesses and businesses with expired licenses for proper compliance with licensing ordinance by telephone, in person and through correspondence; prepares and issues notices for delinquent, unlicensed businesses and renewal licenses for businesses, follows through with necessary collection procedures.
- Stays informed of current city, county, state and federal business license regulations to provide recommendations for needed changes; recommends changes in business licensing ordinances, policies and procedures.
- Discuss problem areas and complaints with appropriate individuals, in person and by telephone to assist in the resolution of those problems; assist in determining when to refer business license problems to the City Attorney's Office and follow up for resolutions; may be required to appear as a witness in court.
- May represent Murray City at various meetings, hearings, court appearances regarding business licensing process.
- Produce, create, maintain and correct licensing printouts, i.e., Problem Account Report, adding classification codes, Late List, 15 Day List, Attorney Letter List, Litigation Request List, and monthly New Business List for Murray City. Review Utility Final Account Listing for corrections to Business Licensing Accounts; assist with State Sales Tax Report.

- Issue license after determining applicant is in compliance with all city, county and state statutes and ordinances; establish and maintain business license files as well as a monthly listing for new businesses for distribution to various offices and companies.
- Maintain stock of office supplies for Business Licensing; orders replenishment of supplies as needed; ensure proper supplies are ordered as well as maintenance procedures are learned.
- Operate computer terminal; word processing, inputs business license information, checks computer printout for accuracy.
- Answer department phones; takes and relays messages; greets and screens callers; direct callers to appropriate staff members; respond to technical questions from the public and gives them necessary information.
- Serve as backup support to Community and Economic Development Division; notarizes documents.
- Properly identify, classify, index and label records for physical storage.
- Prepare documents and files for imaging; create indices to expedite the retrieval of document.
- Assist with maintenance of department's web site page.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

- Graduation from high school with course work in typing, filing, and business machines and four (4) years of related experience or any equivalent combination of education and experience.

Special Requirements

- Must be able to become a Notary Public within six (6) months of hire date.
- Must obtain Business License Official Certification with three (3) years of appointment.
- Must become an active member of the Utah Business License Association.

Necessary Knowledge, Skills and Abilities

- Working knowledge of current business status within the City regarding legality of operating in Murray City, i.e. police investigations; conditional uses and violations; attorney's activities; utility use; fire safety inspections and confidentiality of information.
- Working knowledge of modern office practices and procedures, proper grammar, spelling and punctuation.
- Ability to follow verbal and written procedures and instructions; deal tactfully and effectively with public contacts in relatively adverse situations and city department representatives; maintain a congenial working relationship with public, staff and other agencies; exercise judgement in appraising situations and making decisions; communicate effectively both orally and in writing.

TOOLS & EQUIPMENT USED

- Personal computer, including word processing, spreadsheets and database software; mainframe computer terminal; 10-key calculator; phone; copy machine; fax machine, web site updates, document imaging scanner.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, walk and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually moderately quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____