

**BUSINESS LICENSE REPRESENTATIVE I
BUSINESS LICENSE REPRESENTATIVE II**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, performs work in the administration of and compliance with the Business License Ordinance; prepares, processes, maintains, and verifies financial/accounting and statistical documents and records; prepares various reports and statements; provides information and assistance to the general public and City departments; and performs a variety of technical tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

Business License Representative I – This is the entry level class in the Business License Representative series. Initially under close supervision, incumbents learn office and City procedures, such as accounts receivable and payable, business licensing procedures, and cashiering functions. As experience is gained, there is greater independence of action within established guidelines. Advancement to the “II” level is based on demonstrated proficiency in performing the assigned functions that meets the qualifications for the higher level class and is at the discretion of higher level supervisory or management staff.

Business License Representative II – This is the journey level class in the Business License Representative series. Employees within this class are distinguished from the Business License Representative I by the performance of the full range of duties as assigned including being the lead on software maintenance/issues/updates following new legislation implementation, training the Business License Representative I. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class series are flexibly staffed and are generally filled by advancement from the “I” level, or when filled from the outside, require prior experience. Advancement to the “II” level is based on management judgment and/or certification or testing that validates the performance of the full range of job duties.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform the day-to-day administration of the Business License Ordinance; assist in the review and revision of the Business License Ordinance.
2. Issue business licenses and collect fees; maintain complete and accurate records regarding business licenses; maintain complete and current records on businesses operating in the City.

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3. Research county records for audit leads including rental property both residential and commercial within the City limits; research name, parcel number or address
4. Perform and/or coordinate field inspections and surveys to determine validity of business licenses and to detect unlicensed businesses.
5. Prepare invoicing, collect and process non-payment of license fees and transient occupancy tax, prepare daily cash reconciliation for deposit.
6. Review building permits for potential license requirements, may include field visits.
7. Advise proprietors concerning license renewals.
8. Determine what category applies in classifying a business for the purpose of licensing.
9. Visit retail businesses and act as a liaison between businesses and City Hall.
10. Refer violations of the Business License Ordinance to the Code Enforcement Division.
11. Prepare various related correspondence, records and reports.
12. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Financial record keeping, bookkeeping and basic governmental accounting principles and practices.
- Methods and techniques of coding, verifying, balancing, and reconciling accounting records.
- Basic auditing principles and practices.
- Principles and practices used in establishing and maintaining accounting files and information retrieval systems.
- Principles and practices of fiscal, statistical, and administrative record keeping and reporting.
- Methods and techniques for basic report preparation and writing.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Mathematical principles.
- English usage, spelling, grammar, and punctuation.
- Customer service techniques, practices, and principles.
- Methods and techniques of proper phone etiquette.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Effectively apply accounting knowledge in the performance of a variety of accounting, fiscal, and statistical record keeping duties.

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- Prepare a variety of letters, records, reports and related documents.
- Implement and maintain filing systems.
- Compile a variety of information and records and exercise good judgment in maintaining information, records, and reports, and resolving problems.
- Perform mathematical calculations quickly and accurately including to add and subtract, multiply and divide, and calculate percentages, fractions, and decimals.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Work independently in the absence of supervision.
- Plan and organize work to meet changing priorities and deadlines.
- Understand and apply pertinent laws, codes, and regulations as well as organization and unit rules, policies, and procedures with good judgment.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Deal successfully with the public, in person and over the telephone; respond tactfully, clearly, concisely, and courteously to issues, concerns, and needs.
- Type and enter data at a speed necessary for successful job performance.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Business License Representative I

Education/Training:

Graduation from high school, or equivalent, supplemented by specialized or college level course work in accounting or bookkeeping; and

Experience:

Two (2) years of financial clerical experience in public contact work that involved the interpretation and application of rules and regulations. Typing at a rate of 40 net words per minute is required

Business License Representative II

Education/Training:

Graduation from high school or equivalent. Additional specialized or college level course work in accounting, bookkeeping, or business administration; and

Experience:

Three (3) years experience comparable to that of a Business License Representative I in the City of Antioch.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

FLSA: Non-Exempt

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This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.