



CLASSIFICATION NO. 115

Established: 3/10

Revised: 6/21

FLSA: Non-Exempt

EEO: 6

SHERIFF'S LICENSING COORDINATOR

CLASS CHARACTERISTICS

Under general supervision, to plan, organize and coordinate the operational activities of specialized and distinct regulatory licensing function(s) within the Sheriff's Office; to serve as the primary technical resource; to evaluate operations, policies, regulations and procedures and recommend improvements; to receive, evaluate, process and maintain applications and related documents and records; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Sheriff's Office patrols County roads and rivers, investigates crimes, conducts search and rescue operations, and operates the County jail. The Sheriff's jurisdiction includes the unincorporated areas of the County and within cities which contract for law enforcement services.

The Sheriff's Licensing Coordinator serves as the primary technical resource for an assigned licensing function(s) and ensures compliance with applicable statutes, ordinances, and Sheriff's Office policies and procedures. Incumbents coordinate and perform various activities associated with the issuance of permits/licenses by the Sheriff's Office such as alarm permits and concealed handgun licenses.

The Sheriff's Licensing Coordinator differs from the Permits Specialist and Permits Technician classifications used in the County's Transportation and Development, and Water Environment Services departments which assist customers with building/construction permit applications and processes and inspection and plan review procedures, issues permits, and performs some routine plan review.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Coordinates, evaluates and assists in planning the activities of a distinct permit or licensing function(s); develops and assists in making recommendations for changes to procedures, policies and county ordinances; monitors operational changes, ordinance revisions, new policies, changes in state statutes and case law, etc. for impact to function; works with County's legal counsel as needed to ensure compliance and/or revise ordinance; conducts and maintains internal processes and audits to ensure compliance; develops, recommends and implements work flows, schedules and other changes to improve efficiencies and effectiveness and to accomplish established goals; allocates staff and other program resources; monitors, compiles and generates statistics and reports; performs special projects related to function.

2. Acts as primary contact and technical resource with external agencies or businesses, internal department and County staff, and the public; provides information and assistance regarding regulations, codes, policies and procedures; resolves and/or assists supervisor in resolving inquiries and complaints; represents Sheriff's Office at dispute hearings by providing clarifications of program guidelines/mandates to the Hearings Officer or others.
3. Receives, reviews, evaluates and processes applications; determines eligibility and compliance, and may process fingerprinting and background checks by accessing law enforcement and other information; maintains and updates records ensuring data consistency; monitors status and identifies non-compliance; communicates denials, revocations, suspension or other non-compliance statuses to customers and other appropriate parties; resolves non-compliance issues as appropriate.
4. Receives, receipts, deposits and calculates various payments; processes payments for service fees, permits, or other program services; prepares payment requests and billing invoices; records revenues; resolves billing and payment issues; coordinates the collection of delinquent fees and fines.
5. As assigned leads the work of support staff; schedules, assigns and reviews work; provides direction and training; prioritizes assignments; resolves technical or procedural issues; provides input to supervisor regarding work performance; may participate in the hiring of staff.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: Regulations, codes, ordinances, policies, procedures, current technologies and trends related to assigned function(s); customer services techniques; general office practices and procedures; English spelling, punctuation, grammar and composition; recordkeeping procedures; business math; office operations, procedures, and equipment including personal computers and software programs; basic techniques of supervision.

Skill to: Plan, organize and coordinate assigned function(s); review documents and records for correctness of form, sufficiency of information and conformance with legal and other requirements; conduct computer and records research; prepare reports and recommendations; maintain accurate records; interpret ordinances, regulations, and laws to determine eligibility for licenses and permits; communicate effectively, both orally and in writing; exercise appropriate judgement in answering questions and releasing information; establish and maintain effective working relationships with department and county staff, outside agencies and the public; operate computer hardware, software, and other office equipment; schedule, assign and review work of assigned staff.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of three (3) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Must successfully pass an extensive background investigation including national fingerprint records check.

Must pass a pre-employment drug test.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

POST-EMPLOYMENT REQUIREMENTS

Possession of Law Enforcement Data System certification within thirty (30) days of hire.