



LICENSING COMPLIANCE OFFICER

Department: Auditor's Office

Job Class #: 473400

Pay Range: Professional 06

FLSA: Non Exempt

Represented: Yes

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: This is professional and technical work in the field of contract and business licensing compliance. An employee in this classification is responsible for oversight and auditing of various businesses regarding compliance with DOL and Pierce County licensing standards. Duties include providing training and technical support, and recommending corrective action as needed.

ESSENTIAL FUNCTIONS:

- Understand, interpret and apply County Code, Revised Code of Washington (RCWs) and Washington Administrative Code (WACs) as applicable to assigned area of responsibility.
- Maintain DOL Vehicle/Vessel expertise and provide staff support and training.
- Develop policies and procedures related to the implementation of a Subagent Review Program in accordance with DOL.
- Develop and maintain a DOL Sub Agent Review training program; conduct staff and sub agency training sessions.
- Conduct testing for subagents and Auditor Licensing staff to achieve and maintain DOL certification.
- Develop policies and procedures related to the implementation of a Business Licensing Compliance Program.
- Perform onsite compliance audits for DOL and County licensing requirements.
- Monitor and evaluate assigned activities for progress, outcomes, completion, and compliance through on-site reviews, desk audits, inspections, and other means.
- Monitor subagent performance including quality of customer service.
- Identify potential subagent conflicts of interest, areas of subagent non-compliance, issue remedies to subagents, recommend and enforce corrective action including reprimands for non-compliance up to and including termination of subagent.
- Maintain audit files, records, data, reports, including procurement, corrective action, and statistical information.
- Serve as liaison between the County Auditor's Office, the Department of Licensing, subagents and various other businesses.
- Initiate correspondence related to all assigned duties, including audit reports.
- May consult with legal counsel to obtain opinions when necessary.
- Ensure consistent interpretation of laws, rules, policies and procedures.
- Monitor and maintain working equipment, inventories, and supplies as assigned.
- Establish and maintain effective working relationships with County officials, employees and the general public.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

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OTHER JOB FUNCTIONS:

- Attend staff meetings.
- May supervise and coordinate activities of a designated unit; determine work procedures, prepare work schedules and determine methods for expediting workflow; assign, review and approve the work of subordinate staff.
- May investigate grievances involving subordinates and recommend resolution; recommend promotional and disciplinary actions; approve leave requests and overtime; provide adequate coverage during staff absences.
- May conduct performance evaluations and develop performance measures and standards
- May assist in preparing and monitoring department budget.
- Work as a team to ensure cross-functionality; and provide backup support for department as needed.
- Provide technical assistance to subordinates as necessary.
- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: Activities are governed by established policies, rules and procedures which must be understood and interpreted. Considerable latitude for independent judgment and action is exercised. The employee is expected to plan and carry out work assignments independently after objectives, priorities and deadlines have been defined. Work is reviewed by management staff through products produced, reports, observation and results achieved. This position may provide supervision of staff as assigned.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. Work is performed in an office environment and out in the field. Maintains regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite. Travel to various work sites and/or meeting locations is required. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Incumbents may be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Work is subject to frequent interruptions and normal office noise.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the position. This job class requires finger dexterity use and operate a personal computer and related office equipment talking, seeing, and hearing. There is some walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the classification as it is currently performed. Ability to lift 50 lbs is required. The use of eye sight to read and interpret contracts and various rules and regulations. Drive to various locations. The ability to review work in progress and analyze reports and related documents. Use verbal and written communication skills in order to convey policies and procedures, contract requirements, and standard practices.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- RCWs and WACS as they apply to vehicle/vessel license transactions, Pierce County licensing and Vehicle License Department policies and procedures.
- Pierce County Code as it relates to licensing.
- Basic audit practices/procedures including report writing.

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- Basic bookkeeping, accounting, and cashiering methods.
- Principles and practices of contract administration and monitoring for contract compliance.
- Complaint investigation and conflict resolution procedures.
- Advanced training, teaching, and evaluation techniques and methods.
- General office practices and procedures.
- Multicultural sensitivity issues and multicultural human relations.
- Principles and practices of effective supervision.

Skill in:

- Maintain confidentiality.
- Interact in a courteous manner exercising discretion and tact.
- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.
- Maintain highest ethical standards and high integrity.
- Business, contract, and report writing, including proper English, spelling, grammar, punctuation, and word usage.
- Principles and practices of office management.
- Inventory management.
- Cashiering and bookkeeping practices and procedures.
- State of Washington Department of Licensing Vehicle Field System.
- Use of personal computer, word process and spreadsheets programs.
- Disseminating information, concepts, processes, and requirements.
- Procedures and duties performed within the Auditor's Office Licensing and Recording Division.
- Management and supervisory practices.

Ability to:

- Read, interpret, and understand contract agreements and County Code.
- Provide training, technical assistance, and guidance.
- Monitor and evaluate assigned project activities to ensure compliance with contract, federal, and state funding and regulation requirements.
- Prepare and maintain contract agreements, reports, accurate and complete records, files, and statistical data.
- Exercise and initiate good judgment and make decisions within scope of assigned authority.
- Conduct site audits to ensure compliance with contracts, regulations, and funding requirements.
- Plan, assign and coordinate work.
- Establish and maintain effective work relationships with elected officials, department heads, associates, and with the general public.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational, and economic backgrounds.
- Effectively plan, coordinate, perform, and complete multiple duties and assignments concurrently and in a timely manner.
- Physically perform the essential job functions of this classification.
- Meet the travel requirements of the position.

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MINIMUM REQUIREMENTS TO APPLY:

Four years or more of progressively responsible experience in the area of contract/licensing compliance to include 2 years in a supervisory or lead position is required. An equivalent combination of education and experience which includes 2 years in a supervisory or lead position may substitute for the recruiting requirements. Extensive knowledge of Department of Licensing vehicle licensing policies and procedures required. Customer service experience preferred.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS:

Ability to successfully complete Pierce County background investigation. Current Vehicle License Representative (VLR) designation is required (1800 hours of training on the Department of Licensing's DRIVES system is required to become a VLR.) Must have a current and valid Washington State Driver's license when appointed to position.