

CLASS SPECIFICATION
Business License Liaison

GENERAL PURPOSE

Under general supervision, performs field and office work to identify businesses that are not in compliance with the business license provisions of the City's Municipal Code and to assist them to becoming compliant; review and process business license applications; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Business License Liaison performs complex and highly responsible duties in the preparation, administration and maintenance of business license and other accounting transactions and records, ensuring that these functions are carried out in an accurate, timely manner in accordance with legal requirements and sound financial management principles and practices.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Provides information and responds to inquiries from business owners and members of the public in the field, at the public counter and over the phone.
2. Identifies business activities and businesses operating through the use of field surveys, computerized databases, published business lists and other resources to assure proper compliance with the business tax and other fee requirements.
3. Performs on-site inspections of various commercial or residential business establishments, transient businesses and construction sites for valid and proper business license.
4. Check businesses for proper display of business tax certificates.
5. Investigate applicants for a variety of business tax categories, including such things as commercials stores, contractor and subcontractors, and others.
6. Maintain business tax files and records. Enters and updates business owners regarding the status of their accounts.
7. Reviews and processes business license applications, renewals and other business records to determine the adequacy of tax and fees paid both in the field and in the office.
8. Accepts business tax payments and issues appropriate receipts.
9. Issues notices of non-compliance to businesses operations delinquent in paying the business tax.

10. May issue citations to businesses operating in violation of the Municipal Code.
11. May prepare evidence files on businesses operating in a manner that does not comply with the Municipal Code.
12. Uses a City vehicle to perform field inquiries of business tax compliance.

QUALIFICATIONS

Knowledge of:

1. General characteristics of a wide variety of businesses commonly requiring business tax certificates.
2. Research techniques useful in reviewing business activities to ensure compliance with business tax requirements.
3. Effective customer service techniques.
4. Principles and practices of record keeping.
5. Standard office practices and procedures.
6. Principles and practices of sound business communication.

Ability to:

1. Analyze information, identify problems, develop solutions and implement recommendations in support of City, department and division goals.
2. Read, interpret, apply and explain municipal codes and ordinances related to business licenses, special events and other.
3. Provide effective customer service.
4. Make basic arithmetic calculations accurately and quickly.
5. Complete, compile, file and maintain accurate records and reports.
6. Understand and follow written and oral instructions.
7. Organize, set priorities and exercise sound judgment within established guidelines.
8. Process and audit a high volume of business renewals.
9. Follow applicable safety rules.
10. Communicate clearly and effectively, both orally and in writing.
11. Use standard office equipment, including personal computer and applicable software applications.
12. Interpret, apply and reach sound decisions in accordance with City rules, policies and department procedures.

13. Establish and maintain effective working relationships with supervisors, staff of other departments, customers, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is a high school diploma or equivalent; and at least three years of experience in public contact work involving research or inspection skills, code compliance enforcement, interpreting and enforcing laws, codes and other regulations. Experience in a public agency is especially desirable.

Licenses; Certificates; Special Requirements:

Possession of a valid California Class C driver license and the ability to maintain insurability under the City's vehicle insurance policy. A valid Certified Revenue Officer certification is desirable.

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate computers and other standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stand; and lift up to 10 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data; use math and mathematical reasoning; analyze and solve problems; learn and apply new information and skills; perform highly detailed work on multiple, concurrent tasks; and interact with City staff, customers, the public and others encountered in the course of work.

WORK ENVIRONMENT

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

Employees work under typical office conditions and regularly works in outside weather conditions. The employee is occasionally exposed to wet or humid conditions, vibration, airborne particles, toxic or caustic chemicals, and risk of electrical shock. The noise level is occasionally loud.