City of Phoenix
BUSINESS LICENSE SERVICE CLERK

JOB CODE 03670

Effective Date: 05/93

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to accept, review, and process applications for various licenses required by all businesses operating within the City. Incumbents are responsible for interpreting orally and in writing complicated City Codes pertaining to business license regulations and communicating this information to citizens applying for licenses. The Business License Service Clerk performs research to determine whether an applicant meets the necessary requirements to obtain licenses. Considerable tact and finesse are required when working with the public and members of the legal and law enforcement fields. The Business License Service Clerk is distinguished from the Customer Service Clerk by the complexity of the business licenses processed, the more varied and problematic duties performed, the ability to function in a lead capacity, and the greater independence allowed in the completion of assigned tasks. Business License Service Clerks work under the general supervision of an Administrative Aide.

ESSENTIAL FUNCTIONS:

- Accepts and processes applications for business licenses;
- Prepares Requests for Council Action to authorize liquor licenses;
- Researches, compares, and reviews records of businesses and individuals to ascertain facts, offer assistance, and determine compliance with the Phoenix City Tax and License Code;
- Compiles comprehensive application files, notes, reports, and control logs which meet established standard policy requirements and procedures;
- Interprets and gives oral and written explanations of legal requirements, rules, regulations, procedures, and ordinances of the City to community business managers and the public;
- Prepares periodic licenses and permit billings;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:
City of Phoenix

- Modern organization and management principles.
- Office procedures and equipment.
- Public relations techniques.
- City computerized information systems.
- City license code.
- Policies, procedures, and work of the Tax and License Division.

Ability to:

- Communicate orally in the English language with taxpayers, applicants, attorneys, accountants, co-workers, and the public in face-to-face one-to-one settings, using a telephone, and in group settings.
- Comprehend and make inferences from material written in the English language. (Examples: applicant records, correspondences, transcripts, hearing rulings, tax codes, and policy statements.)
- Learn job-related material through oral instruction, observation, and reading, to effectively perform job duties.
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar. (Examples: writes letters, documents actions taken.)
- Plan and organize own work load within constraints. (Examples: makes appointments, and sets meetings with applicants.)
- Make precise arm-hand positioning movements and maintain static, continuous or repetitive arm-hand position to operate business equipment such as microfilm reader/printers, computer equipment, calculators, typewriters, copiers, and paper shredders.
- Understand and follow oral and written instructions.
- Enter data or information into a terminal, PC, or other keyboard device.
- Work cooperatively with other City employees and the public.
- Observe data to determine compliance with standards.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of responsible clerical experience, supplemented by courses in bookkeeping, business law, and automated computer system applications. Other combinations of experience and education that meet the minimum requirements may be substituted.