



Job Description

Job Title: Licensing Clerk	Job Code: AUN03052	Reports To: Licensing Administrator
Job Code Descrp: Licensing Technician Senior	Position Number/s: SRV000001331	
Division/s: Taxpayer Services	Department Name/s: Licensing Call Center Team	Law Enforcement: No
Pay Schedule/Grade: AREG 14	FLSA Status: Non-exempt	EEO Class: Administrative Support Workers
Prepared By: F Gillis / M Leyva / C Pittman	Approved By: J Brown	Last Update: 11/22/24

Position Summary:

The Licensing Clerk is responsible for receiving, sorting, and distributing requests that are sent via mail and/or written correspondence for License and Registration, Business One Stop, and Peer to Peer Car Sharing and/or other departments within the agency. This role ensures that team members receive processing requests in a timely manner to ensure a quality taxpayer experience.

Supervision:

This position does not have direct reports.

Essential Functions:	% of Time	Essential/ Non-essential
<u>Administrative and Mail Distribution</u> <ul style="list-style-type: none"> Receives, sorts, and distributes requests that are sent via mail and/or written correspondence to appropriate team members in a timely manner Distributes mail to team members via in-person or by scanning documents and sending to team members via email Maintains basic mailing records and retention schedules for organization and inventory purposes Manages assigned workload and services Creates denial letters from a standard format to be mailed to taxpayers 	75%	E 1, 2, 3, 4, 5
<u>Agency/Department Compliance & Continuous Improvement</u> <ul style="list-style-type: none"> Remains current on all laws, regulations, policies, and best practices related to taxation through regular engagement in activities such as: self-directed research, conferring with other practitioners and technical experts; subscriptions to regulatory/legal/industry newsletters and briefs; membership industry associations and attendance at meetings/events; and or participation in training and others continuing education opportunities. Actively contributes to team and individual effectiveness through the following: <ul style="list-style-type: none"> Attends staff meetings and huddles of work unit or district; and may cascade and track information as indicated Completes all required training in a timely manner. Participates in assigned work teams as appropriate. May complete periodic metrics, projects, huddle boards and reports as requested. 	20%	E 3, 5



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<ul style="list-style-type: none"> ○ Prepares for and actively participates in 1:1 coaching with supervisor ● Maximizes work processes and deliverables through lean principles within the Arizona Management System (AMS); and provides recommendations for process improvement, and engages in continuous improvement efforts as assigned. 		
Other duties as assigned	5%	NE

Requirements

Education & Experience

- Any combination that meets the knowledge, skills and abilities (KSA); typical ways KSAs are obtained may include but are not limited to: a High School Diploma (HSD) or General Education Degree (GED), coursework, training, and work experience relevant to the assignment
- Minimum six (6) months of mail clerk or administrative office experience

Licenses & Certifications

None

Knowledge/Understanding

- Basic knowledge of principles and processes for providing customer and personal services
- Basic knowledge of mail sorting and distribution methods

Skills

- Effective verbal, written, and active listening skills
- Effective customer service skills to include conflict de-escalation and resolution techniques
- Basic mathematical skills such as addition, subtraction, multiplication, division, percentage, and averages
- Keyboarding/typing at least 40 wpm and 10-key skills
- Effective interpersonal skills and demeanor
- Effective organization and time management skills
- Proficiency in the use of basic office equipment
- Proficient in the use of a PC in a Windows environment; in the use of the Internet; in the use of MS Office Applications such as Outlook, Word and Excel; and in the use of Google Suite applications such as Gmail, Sheets, Docs, and Drive

Abilities

- Ability to clear a comprehensive background and clearance process that includes an Arizona tax compliance verification, and a criminal background check through the FBI via level one fingerprint clearance through the Arizona Department of Public Safety
- Ability to read and understand a variety of Licensing and Registration materials for proper distribution of mail
- Ability to work a primarily in-office schedule, with limited remote work within the State of Arizona
- Ability to work with a high degree of autonomy and also participate collaboratively as part of a team
- Ability to work in a confidential manner, ensuring information is shared with internal and external individuals in an appropriate manner
- Ability to understand and solve problems by applying basic analytical skills to include collecting all the relevant information and data needed to address the problem; organizing, classifying and synthesizing the data into fundamental issues; from the information, identifying the most probable causes of the problem; reducing the information down into manageable components; identifying the logical outcomes from the analyses of the data collected; and, identifying the options and solutions for addressing the problems analyzed



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- Ability to learn and apply LEAN concepts, principles, and tools
- Willingness and ability to embody ADOR's core values of Do the Right Thing, Commit to Excellence, and Care About One Another

Additional Job Demands

- In the course of performing the essential duties one must be able to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- No substantial exposure to adverse environmental conditions (such as in typical office or administrative work.)

Selective Preferences

- N/A