



## Job Description

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| <b>Job Title:</b> Licensing Specialist             | <b>Job Code:</b> AUN04145  | <b>Reports To:</b> Licensing Administrator       |
| <b>Job Code Descrp:</b> Licensing Specialist       | <b>Position Number/s:</b> SRV000000882, SRV000001328, SRV000001375 |  |
| <b>Division/s:</b> Taxpayer Services               | <b>Department Name/s:</b> Licensing Call Center Team               | <b>Law Enforcement:</b> No                       |
| <b>Pay Schedule/Grade:</b> AREG 19                 | <b>FLSA Status:</b> Non-exempt                                     | <b>EEO Class:</b> Administrative Support Workers |
| <b>Prepared By:</b> F Gillis / M Leyva / C Pittman | <b>Approved By:</b> J Brown  | <b>Last Update:</b> 3/25/2024                    |

### Position Summary:

The Licensing Specialist receives, maintains, and processes requests for licenses, tobacco stamp orders, and bonds. This role serves as the point-of-contact for both online and in-person taxpayers contacting the Licensing Call Center by receiving and processing in-person, phone, email, and written mail requests for License and Registration, Business One Stop, and Peer to Peer Car Sharing.

### Supervision:

This position does not have direct reports.

| <b>Essential Functions:</b>   | <b>% of Time</b> | <b>Essential/ Non-essential</b> |
|---|------------------|---------------------------------|
| <u>Licensing, Tobacco Stamp Orders and Bonds Processing</u><br>Facilitates the processing of requests for licensing, tobacco stamp orders and bonds to include: <ul style="list-style-type: none"> <li>Receiving and processing requests received by phone, mail, and email</li> <li>Maintaining basic records for inventory</li> <li>Input application information, issuing license, registration and tobacco stamps</li> <li>Research and interpret customer records and documentation in order to resolve complex licensing issues and taxpayer complains</li> </ul> | 35%              | E 1, 2, 3, 4, 5                 |
| <u>Customer Service</u> <ul style="list-style-type: none"> <li>Serve as the point-of-contact for taxpayers contacting the Licensing Call Center via phone calls, emails, and written (mail) inquiries</li> <li>Assist taxpayers with calculating Transaction Privilege bond amount</li> </ul>   | 20%              | E 1, 2, 5                       |
| <u>Administrative Services</u> <ul style="list-style-type: none"> <li>Prepare tobacco stamp orders that come in through AZStep for pickup by Fedex or Brinks</li> <li>Perform maintenance on accounts per the taxpayer's request</li> <li>Conduct evaluations and manage assigned workload and services</li> <li>Provide back-up serves to mail clerk, as needed</li> </ul>   | 20%              |                                 |



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| <p><b><u>Agency/Department Compliance &amp; Continuous Improvement</u></b></p> <ul style="list-style-type: none"> <li>● 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.</li> <li>● Actively contributes to team and individual effectiveness through the following:             <ul style="list-style-type: none"> <li>○ Attends staff meetings and huddles of work unit or district; and may cascade and track information as indicated</li> <li>○ Completes all required training in a timely manner.</li> <li>○ Participates in assigned work teams as appropriate.</li> <li>○ May complete periodic metrics, projects, huddle boards and reports as requested.</li> <li>○ Prepares for and actively participates in 1:1 coaching with supervisor</li> </ul> </li> <li>● 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.</li> </ul> | 20% | E 3, 5 |
| 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 of three year related experience

#### *Licenses & Certifications*

None

#### *Knowledge/Understanding*

- Knowledge of principles and processes for providing customer and personal services
- Knowledge of state tax statutes, laws, regulations, rules, and policies

#### *Skills*

- Strong verbal, written, and active listening skills
- Strong customer service skills to include conflict de-escalation and resolution techniques
- Strong 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 with the ability to make measurable progress on several tasks simultaneously and work in high-pressure situations
- 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
- Proficiency in the use of the tax reporting system



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### *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 work a rotating schedule of being in-office and 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
- 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**

- Associates Degree