

Specification for Class of

LIQUOR LICENSE SPECIALIST 3

**Abolished Effective July 1, 2007**

Definition: Supervises a team of Liquor License Specialists.

Typical Work

Organizes and supervises a team of Liquor License Specialists;

Makes determinations on assignment of routine to complex investigations; examines problem investigations and either completes or delegates to other level specialist; conducts evaluations and initiates corrective actions as necessary; interviews and recommends hiring of new staff; coordinates employee work schedules; ensures equitable workloads; provides technical advice and assistance to subordinates; directs staff in developing and maintaining desk manuals; conducts periodic reviews of reports for quality control;

Handles more sensitive and/or complex questions and complaints from applicants and/or their representatives, the general public and other agencies; acts as a resource for specialists and support staff in interpretation of liquor laws, regulations, policies and procedures;

Carries a partial caseload of intensive complex investigations regarding applicant eligibility and qualifications for a liquor license;

Independently, through the licensing process, approves complex new applications, changes in ownership applications, corporate and limited liability company changes, interim licenses and 60-day temporary licenses;

Resolves complaints by researching applicant files and advises customer or proper procedures in resolving the problem; uses knowledge of agency laws, regulations, policies and procedures to provide information and assistance to applicants and the general public; facilitates information between applicants and other divisions, agencies and the Liquor Control Board;

Backs up License Processing Unit Manager; provides training and other presentations to other agency staff, other agencies and the public regarding licensing matters;

Provides training to employees; conducts employee performance evaluations and initiates corrective/disciplinary action as necessary; evaluates and addresses quality control issues;

Recommends approval or denial of liquor license; depending upon the complexity of the transaction or the nature of the issue, may complete the process or provide specific or general instructions to the assigned Liquor License Specialist;

Provides and conducts or supervises specialized on-the-job training designed to afford staff opportunities to perform progressively more difficult and responsible work; ensures subordinates gain expertise in the application of laws and regulations, the provision of quality public service, and development of the judgment necessary to determine compliance with laws and rules governing the Liquor Control Board;

Consults with , assists and provides expertise to Liquor Control Board staff, license applicants, the public, attorneys and other individuals representing applicants/licensees on technical matters involving applicable statutes, rules and licensing procedures; initiates and responds to telephone, written or in-person inquiries from person seeking information regarding licensing matters; composes correspondence to licensees and applicants; represents Licensing Manager at meetings and acts in place of Manager during absences;

Handles more sensitive and/or complex questions, problems, and complaints from applicants and/or their representatives, the general public and other agencies;

Assigns license applications to team members for investigations;

Performs other duties as required.

#### Knowledge and Abilities

Knowledge of: departmental programs, policies, and procedures; laws affecting department; research methods and data collection; supervisory methods; principles and practices of office management; statistical record keeping; standard office procedures; state laws and regulations governing the LCB; supervisory principles to include personnel policies and

procedures, efficient use of resources, office practices and principles of communication and counseling.

Ability to: apply and interpret laws, policies, and procedures; use good judgment in evaluating and making decisions; communicate effectively and maintain courteous attitude toward public and employees; plan and supervise work of others; supervise, train, and direct the work of staff involved in the processing of liquor licenses; recognize, answer and solve complex licensing problems; read, interpret and apply complex laws, policies and procedures; work cooperatively with staff, customers, and others involved in the process.

Minimum Qualifications

Two years of experience as a Liquor License Specialist 2.

OR

Two years of lead or supervisory experience within a licensing or regulatory agency.

New class: 1-15-99