

# SNOHOMISH COUNTY JOB DESCRIPTION

## LICENSING EXAMINER LEAD

Spec No. 3316

### BASIC FUNCTION

To lead, train and evaluate License Examiners, Licensing Examiner Trainers and extra help support staff, The Lead Licensing Examiner may administer general knowledge and proficiency tests in the absence of the Licensing Examiner Trainer and Field Auditor; The Lead Licensing Examiner may train, evaluate and certify License Examiners in all phases of the county business and marriage license functions, animal control and false alarm administrative support including data entry, word processing, spreadsheet entries and reconciliation, and database rules in the absence of the Licensing Examiner Trainer and Field Auditor.

### STATEMENT OF ESSENTIAL JOB DUTIES

1. Leads subordinate staff (Licensing Examiners, Licensing Examiner Trainer and seasonal support staff) as required; provides oversight and coordinates activities of licensing enclave program; provides direction to enclave supervisory staff and monitors work quality;
2. Prioritizes and assigns daily work and trains subordinate level employees as necessary; reviews work in progress and upon completion to ensure accuracy and compliance with instructions and established procedures; develops, implements and monitors workplans for subordinate and seasonal support staff to meet and maintain 95% accuracy levels in all aspects of licensing;
3. Handles day-to-day personnel questions and problems;
4. Analyzes and resolves technical problems and questions encountered in the work unit that subordinate level employees, License Compliance Inspectors and/or Animal Control Officers cannot answer; receives, investigates and resolves customer questions, problems and complaints; serves as technical support to other government agencies or contractual agents (License subagents and their employees and contract animal shelters and their employees).
5. Develops, recommends and implements procedural changes and systems for use by subordinate level employees, License Compliance Inspectors and Animal Control Officers in the work unit; may serve as liaison with other departments or government agencies; may be required to represent the department/office in related presentations/meetings outside the office.

## **SNOHOMISH COUNTY JOB DESCRIPTION**

### **LICENSING EXAMINER LEAD**

Spec No. 3316

6. Initiates correspondence related to assigned duties.
7. May assist Manager and Supervisor with administrative matters such as job interviews, budget preparation, new employee probation evaluations, employee counseling, development of office policy, development of computerized systems and assessing the impact of implementing new statutory requirements as directed.
8. Collect data, prepares reports and maintain records as required.
9. Coordinates inspections, reviews assignment logs and database entries, resolves problems encountered by License Compliance Inspectors and Animal Control Officers relating to reports, inspections, correspondence and dispatching prepared by subordinate staff.
10. Serves as the License Supervisor in his/her absence.
11. May perform any or all of the duties of Licensing Examiner I, Licensing Examiner II and Licensing Examiner Trainer & Field Auditor as required.
12. Performs related duties as required.

#### **MINIMUM QUALIFICATIONS**

Four (4) years experience as a License Examiner II; PLUS, completion of the Licensing Training Program; and Department of Licensing Vehicle Field System Certification; OR, the equivalent combination of training and/or experience which provides the required knowledge and abilities. Prior lead or supervisory experience is required. Prior experience in cashiering, basic accounting, training and/or teaching and evaluating employees is required. Must pass job related tests.

#### **SPECIAL REQUIREMENTS**

A valid Washington State Driver's License is required for employment. State certification – VFS (Vehicle Field System) is preferred.

#### **KNOWLEDGE AND ABILITIES**

Knowledge of:

## **SNOHOMISH COUNTY JOB DESCRIPTION**

### **LICENSING EXAMINER LEAD**

Spec No. 3316

- advanced bookkeeping, accounting, and cashiering methods, techniques and principles;
- basic audit practices/procedures including report writing
- federal, state and local laws and administrative codes relating to vehicle and vessel licensing;
- training, teaching and evaluation techniques and methods;
- general standard office practices and procedures;
- supervisory practices and techniques;
- State of Washington Department of Licensing Vehicle Field System;
- Business writing including proper English, spelling, grammar, punctuation, and word usage.
- state and local laws and ordinances relating to marriage, business and animal licensing;
- Microsoft Office software including proficiency in Access databases; Excel spreadsheets and advanced word processing, mail merge and templates using Word;

#### Ability to:

- effectively lead, coordinate and evaluate the work of subordinate level employees, including extra help staff;
- identify procedural issues and system problems and to develop and recommend effective solutions and new processes;
- provide employees with training and/or technical support as needed;
- work, resolve issues and make decisions effectively and efficiently under pressure within specific timelines;
- prepare staff work schedules, lunch and break schedules, assist Licensing Examiner Trainer & Field Auditor with training schedules for Auditor Licensing and subagent staff training; makes necessary adjustments for unplanned absences or to balance the work flow as necessary;
- accurately utilize standard and specialized office equipment in the licensing division;
- evaluate production and performance levels for subordinates and provide effective feedback on an on-going basis;
- provide verbal and written analysis of subordinate staff to License Supervisor and/or License Manager for performance evaluations, coaching and disciplinary actions:
- follow and/or issue oral and written instructions;
- exercise initiative and judgment and make decisions within scope of authority;
- maintain necessary records and prepare required reports.

# SNOHOMISH COUNTY JOB DESCRIPTION

## LICENSING EXAMINER LEAD

Spec No. 3316

- establish and maintain effective work relationships with supervisors, peers, subordinates, representatives of licensing subagents, the general public and other governmental agencies;
- interact in a courteous manner exercising discretion and tact;
- be self-directed and work with minimal supervision;
- performs complex vehicle/vessel transactions on the Vehicle Field System;
- continually learn and retain new complex licensing procedures in business, marriage, vehicle, animal control and false alarm compliance;
- communicate effectively orally and in writing including composing letters with or without templates for compliance/enforcement for animal control officers, license inspectors and license manager
- calculate and tender fees, make change and balance funds with daily reports;
- accurately review and process a wide variety of complex transactions;

### SUPERVISION

The employee in this class receives administrative direction and oversight from the License Supervisor and/or License Manager and has wide latitude in dealing with technical aspects and workflow of the division. The employee is responsible for the quantity, quality and accuracy of the work produced by his/her subordinates. The employee plans and carries out successive steps to resolve problems in accordance with written and/or verbal instructions, policies, procedures and accepted practices.

### WORKING CONDITIONS

The work is performed in the office environment of the Licensing Division in the Auditor's Office and occasional outside travel may be required.

Snohomish County is an Equal Employment Opportunity (EEO) employer. Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

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## **LICENSING EXAMINER LEAD**

Spec No. 3316

Class Established: November 1995

Revised: (Previously separate classification: Elections/Voter  
Registration Lead, Licensing Lead and Recording Lead)

Revised: March 2000.

Revised: May 2003 (classification re-established as License Lead)

Revised and Retitled: September 2007 as Licensing Examiner Lead

Previous Spec No. 431442

EEO Category: 6 – Administrative Support

Pay Grade: 237 – Classified Pay Plan

Workers Comp: 5306 Non-Hazardous