



City of Lake Oswego, Oregon

Job Description

BUSINESS LICENSE RECORDS SPECIALIST

FLSA Status: Non-exempt

Union Representation: LOMEA

Salary Grade: 148

Job Code: 1041

Class Summary

Under general supervision of the finance director, the Business License/Records Specialist performs complex clerical, records and para-professional duties in supporting and coordinating the City's Business License Program and utility billing processes/systems.

Essential Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

1. Administers and manages the Business License Program from application, through review, recording and issuance of licenses, provides the public at the counter and on the telephone with information, application processing and cashiering assistance related to business licensing; interprets and recommends policy, determines licenses needed, and identifies and produces reports for program review.
2. Perform utility billing functions to include the billing of water, sewer, and surface water accounts, maintaining utility accounts, contacting customers, resolving complaints; and perform various collection functions.
3. Prepares monthly newsletters gathering information, writing copy, editing, preparing for publication and overseeing distribution.
4. Performs daily cash register reconciliation and deposits for finance.
5. Performs inventory spot checks and monthly counts of supplies in warehouse and orders all Building Department supplies and forms.
6. Writes a variety of letters, reports and office procedures.
7. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

- Records management theories, methods, principles and practices.
- Working knowledge of MS Excel and other office software programs.
- Proper business English usage, spelling, grammar, and punctuation.
- Personal computers and related software applications.

Skills and Abilities to:

- Apply records management theories, methods, principles and practices in the creation and maintenance of a soft and hard copy systems.
- Apply knowledge of city policies and regulations regarding business licenses.
- Design informational brochures, applications, business forms, letters, and office procedures.
- Operate a variety of office equipment, including personal computer for purpose of data entry, information retrieval, document and report creation and preparation.
- Deal tactfully and courteously with the public and City employees.
- Establish and maintaining cooperative working relationships.
- Organize work to achieve maximum efficiency in the performance of duties in an environment subject to frequent interruptions.
- Assess and collect fees through use of a computerized cashiering system.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a High School diploma or G.E.D and three years related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing and Other Requirements:

Positions in this classification may require the ability to possess and maintain a valid driver's license and ability to meet the City's driving standards.

Physical and Mental Demands

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Department Director

Date

Human Resources Director

Date

Employee

Date

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.