

CITY OF ARCADIA
BUSINESS LICENSE OFFICER

DEFINITION

Under direction, to perform a variety of duties involved in the issuing, processing, and collection of business licenses and related permits; to investigate reports of code violations; and to enforce the business license ordinances.

SUPERVISION EXERCISED

May exercise technical and functional supervision over lower level staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Review applications for business licenses and permits; compute fees; process and issue licenses.

Maintain accurate records of all business license transactions and documents.

Interpret and explain business license ordinances to the public; assist in completing documents.

Identify unlicensed businesses in the City by reviewing information from other agencies and sources and inspections of business areas.

Notify business owners of unlicensed businesses of license requirements; collect fees and penalties to bring businesses into compliance.

Prepare a variety of reports.

Process miscellaneous permits and licenses including dog licenses, garage sale permits, dance permits, and solicitor permits.

Manage and Issue Filming Permits and processes.

Collect Transient Occupancy Tax.

Accept, review, and process entertainment and commercial permits according to Code requirements; prepare reports based on investigations and input from other departments and agencies.

Evaluate and establish policies and procedures that comply with sound accounting and record keeping principles; develop and implement various license systems and procedures.

Perform business inspections.

Monitor current trends or changes that affect the business community or licensing processes, including legislation and court rulings; evaluates their impact on City operations and recommends

policy and procedural improvements and/or changes.

Review and prepare written staff report and provide oral presentations to the City Council and Business License Review Board, and other Boards or Commission, as directed.

Assist in the administration of the Business License budget; forecast additional funds needed for equipment, materials, and supplies; monitoring and approve expenditures; recommend adjustments as necessary, and assist with the annual budget, as directed.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Modern office practices, methods, and computer equipment.

Pertinent Federal, State, and local laws, codes, and regulations.

City government processes.

Principles and procedures of record keeping and report preparation.

Principles and practices used in dealing with the public.

Techniques used in public relations.

Safe driving principles and practices.

Skill to:

Operate modern office equipment including computer equipment.

Operate a motor vehicle safely.

Ability to:

Analyze, interpret, and explain department policies and procedures.

Develop, revise, and implement business license systems and procedures.

Exercise judgement in recognizing and resolving problems which deal with policy and procedural matters.

Prepare and maintain accurate and complete records.

Prepare clear and concise reports.

Meet and deal tactfully and effectively with the public.

Respond to requests and inquiries for information regarding business licensing policies and procedures.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Minimum Qualifications:

Any combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. The incumbent will possess the most desirable combination of training, skills, and experience, as demonstrated in past and current employment history. A typical example includes:

Experience:

Three years of experience working with businesses or the business community and/or customer service. Experience with municipal licensing desirable.

Training:

Equivalent to the completion of the twelfth grade, supplemented by college level course work in public administration.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment; ability to travel to different sites and locations.

Effective Date: January 1999

Revised: April 2023