



**CITY OF HAWTHORNE**  
**HUMAN RESOURCES DIVISION**  
**BUSINESS LICENSE TECHNICIAN**

Classification Specification  
(Classified)

**DEFINITION**

Under direct supervision, performs a variety of clerical duties related to the maintenance of business licenses, animal licenses and alarm permits; performs billing, collection and tracking duties for false alarms and business licensing tax accounts; and performs other duties as required.

**SUPERVISION RECEIVED**

Works under the direct supervision of the Business License/Code Enforcement Supervisor.

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES**

The following is a list of typical duties assigned to the Business License Technician. The duties included on this list are examples and are not intended to be all-inclusive or restrictive:

1. - Calculates gross sales receipts, business taxes, adjustments and permit fees.
2. - Receives, counts, and posts all money received in person and through the mail, and reconciles daily cash.
3. - Greets and assists general public with inquiries and/or complaints over the telephone and at the public counter.
4. - Serves as liaison between business owners and auditors by providing audit information.
5. - Responds to all inquiries and concerns related to business licensing, animal licensing, graffiti removal, parking citations, and animal control.
6. - Coordinates & schedules hearings for individuals who are challenging parking citations.
7. - Maintains parking citation balances, and when applicable, issues refunds.
8. - Coordinates & schedules hearings for individuals filing complaints regarding animal control citations.
9. - Registers all complaints involving Animal Control issues.
10. - Documents and produces related reports for all code enforcement and graffiti complaints.
11. - Coordinates with graffiti supervisor to assign duties for graffiti removal.
12. - Composes and routes written correspondence and violation letters for code infractions.
13. - Communicates clearly and concisely using proper English language and phraseology, both orally and in writing.
14. - Assists customers with business and animal licensing procedures and issuance.
15. - Assists customers with inquiries and issuance of miscellaneous permits, such as special events and film permits.
16. - Tracks all false alarms, invoices and collects all false alarm fees and annual permit fees.

17. - Interprets codes and regulations relating to licensing and code enforcement.
18. - Coordinates with other City departments for inspections and approvals of licenses and permits.
19. - Performs journal entry on an as needed basis.
20. - Performs other duties as necessary and required.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Education, Training and Experience**

1. - Graduation from high school or GED; and
2. - Two (2) years of full time clerical experience of which one (1) year shall have included bookkeeping or accounting; OR
3. - The equivalent of any combination of education and experience that demonstrates the ability to perform the duties for the position.

### **Knowledge and Abilities**

1. - Knowledge and operation of modern office equipment, practices and procedures, including automated filing methods.
2. - Knowledge and proper usage of the English language and phraseology.
3. - Working knowledge and ability to use various computer software programs, such as spreadsheets, word processing, and other required software to perform the necessary duties of this position.
4. - Ability to communicate effectively and concisely both verbally and in writing.
5. - Ability to maintain accurate and detailed records.
6. - Ability to multi-task and coordinate assignments with various departments.
7. - Ability to follow verbal and written instructions and carry out assignments to their completion.
8. - Ability to establish and maintain cooperative working relationships with the general public and City staff.
9. - Ability to communicate and deal with irate customers as well as skillfully gain cooperation and compliance from business owners and residents.
10. - Ability to cope with emotional situations firmly, courteously and tactfully.

### **License**

Must have a valid California Class C driver's license.

## **PHYSICAL DEMANDS AND WORKING CONDITIONS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the required duties of this job, the employee is required to sit for up to two hours, talk, hear, stoop, and walk; use hands to finger, handle, operate objects, tools, or controls; and reach with hands

and arms. The employee may lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet to moderate.