

JOB DESCRIPTION

POSITION:	SENIOR LICENSING ISSUER		
DEPARTMENT:	Policy, Gaming, Licensing & By-Law Enforcement	UNION:	C.U.P.E. Local 543
LOCATION:	350 City Hall Square	JOB CODE:	543033
HOURS PER WEEK:	33.75	GRADE/CLASS:	0.11
SHIFT WORK REQ'D:	No		

DUTIES:

Reporting to the Supervisor of Licensing, this position will be responsible to assist in all aspects of licensing responsibilities including the processing and follow-up of applications for business, gaming and dog licenses with minimal direction; Issues licenses according to Provincial Acts and Municipal By-laws. Performs clerical and secretarial duties for the Licensing Division. Will receive license applications, investigates, contacts other agencies and City departments such as Windsor/Essex County Health Unit, Fire, Building departments etc., to ensure licensing requirements are met. Composes reports and correspondence for the issuance of licenses for all categories of licensing; Balances daily substantial cash revenue from the issuance of licenses and forwards same to the Finance Department. Distributes work amongst License Issuers. Liaises with customers/clients regarding status of business and gaming applications. Advises clients/customers regarding eligibility. Screens public inquiries and questions. Handles complaints received from the general public. Determines whether complaint should be forwarded to another department or requires further investigation from the Licensing Division. Enters Request for Service into Amanda system for response from other departments; Completes research for reports to the Windsor Licensing Commission, City Council or for general correspondence; Makes amendments to Licensing By-Law 395-2004 and By-Law 137-2007 from City Council minutes for approval by the supervisor. Creates and updates files in the Live Link system. Advises staff of any changes to policy; Orders supplies as required; considerable counter and telephone work in answering inquiries and assisting the public in a tactful manner with respect to business, animal and gaming licenses; will compose and type miscellaneous correspondence; typing of agendas and minutes and enters decisions for Licensing Commission and related Committees; will handle cash in accordance with approved audit regulations/policies; attend Licensing Commission and related hearings as directed; prepare reports as directed. Will assist with training new license issuers. Must communicate with the public and fellow staff in a courteous and efficient manner. Will perform Occupational Health & Safety duties as outlined in the Corporation's Health and Safety Program. Will perform other related duties as required.

QUALIFICATIONS:

- Must have an Ontario Secondary School Graduation Diploma or Ontario Ministry of Education equivalency;
- Must have over one (1) year experience in a computerized office environment utilizing the Microsoft Suite of Products such as Word, Outlook, Excel;
- Must have the ability to travel to off-site locations in a timely and expedient manner as required. If method of travel is by vehicle, a current valid and lawful Driver's Licence is required in accordance with the Highway Traffic Act and must provide a driver's abstract as a condition of employment;
- Must have the ability to interpret municipal and provincial legislation respecting licensing;
- Must possess good customer service skills and excellent communication skills;
- Must be capable of carrying out duties without detailed instructions and with accuracy;
- Amanda functional experience is a definite asset;
- LiveLink experience is a definite asset;
- The physical demands analysis associated with this job indicates a limited / sedentary level of work.

In accordance with the Accessibility for Ontarians Act, 2005 and the Ontario Human Rights Code, the City of Windsor will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the City of Windsor Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.