

CITY OF SPOKANE VALLEY
POSITION DESCRIPTION

Class Title: Business License Specialist
Department: Economic Development
Division: NA
Date: November January 1, 2024

Job Code Number: 545
Grade Number: 14
FLSA Status: Exempt
Location: City Hall

GENERAL PURPOSE

Under general supervision from the Economic Development Director, performs a variety of duties in issuing, monitoring, and approving business licenses and assists with the administrative functions of the Economic Development Department.

SUPERVISION RECEIVED

Work under the general supervision of the Economic Development Director.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Maintains the WA State business license database, researches new businesses and notifies them of licensing requirements, mails application materials and business resources, processes new and renewed licenses, closes accounts and verifies if businesses are permitted pursuant to the adopted zoning code.

Assist the public with general information as well as assisting in the completion of required business licensing forms.

Contacts unlicensed businesses and businesses with expired licenses for proper compliance; prepares and issues notices for delinquent, unlicensed businesses, and renewal licenses for businesses.

Reviews home business permit applications for compliance with zoning, sign and related regulations and maintains applications within the permit system.

Prepares, maintains, and updates a variety of handouts, instruction sheets, and other written materials relating to economic development processes and business license applications.

Assists in implementing program activities related to business attraction and retention.

Prepares and advertises meeting agendas and legal notices of commission meetings and is familiar with the regulations concerning the Open Public Meetings Act.

Attends regular and special hotel commission meetings and serves as the Commission meeting parliamentarian.

Monitors the budget for the Economic Development Department by projecting future expenses related to performance goals, processing and tracking invoices, expense reports, petty cash transactions and credit card purchases; maintains accurate and complete financial records.

Assists the Economic Development Director in the development of the annual budget, participates in the forecast of funds needed for staffing, training, equipment, materials, supplies, and projects.

Prepares purchase requisitions and coordinates payment of invoices; orders supplies and equipment.

Supports Economic Development staff by preparing items for meetings, including assisting with agenda preparation, identifying meeting locations, coordinating room/IT/AV arrangements, sending out meeting invitations/agenda/minutes, assembling materials/agenda packets and distributing appropriately; preparing meeting minutes and tracking action items.

Coordinates development of the annual Business Plan for the Economic Development Department working with the team to develop short and long-term goals.

Composes complex, detailed documents, including letters, memos, minutes, reports and other material from draft, dictation, or general instructions.

Assists with economic development tourism and marketing efforts including website and social media content generation.

Organizes participation in conferences; prepare conference show displays, set up and breakdown conference displays, and staff conference show booths.

Conducts miscellaneous research and data compilation.

Provides technical expertise to appointed committees, staff, other agencies, and the public.

Attends after work hour meetings as assigned.

PERIPHERAL DUTIES

Serves as the Hotel Commission meeting parliamentarian.

Assists other staff members as needed.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from a four-year college or university with a degree in business, urban planning, records management, public administration, or a closely related field. When warranted, related professional experience may substitute for the required education on a 2 years' experience for 1 year education basis.

Necessary Knowledge, Skills, Abilities, and Other Traits:

- (A) Ability to understand and follow direction, exercise a high degree of sound independent judgment and work within established guidelines.
- (B) Thorough knowledge of zoning laws and enforcement; extensive knowledge of business licensing; working knowledge of personal computers.
- (C) Ability to communicate effectively both orally and in writing, including the ability to express complex issues clearly and concisely.
- (D) Ability to prioritize multiple tasks and complete tasks on time.
- (E) A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to handle stressful situations; the ability to respond to customers in a friendly and professional manner; the ability to establish and maintain effective working relationships with supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to

diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

SPECIAL REQUIREMENTS:

Valid State Driver's License, or ability to obtain one.

TOOLS AND EQUIPMENT USED

Personal computer, including Microsoft Office Suite; motor vehicle; calculator; phone; copy and fax machine; and various graphic design tools.

PHYSICAL DEMANDS

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office settings. Some outdoor work is required in the inspection of various land use developments and construction sites. Hand-eye coordination is necessary to operate computers and various pieces of office equipment

While performing the duties of this job, the employee is occasionally required to stand or sit; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk or hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet in the office, and moderate in the field.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The 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.

Approval: _____

Human Resources Director

Approval: _____

City Manager

Effective Date: January 1, 2024

Revision History: Not Applicable