

**MAJOR FUNCTION**

This is responsible field and investigative work in compliance testing for occupational license taxes and other miscellaneous revenues collected by the City. Work involves independently discovering ordinance violators by inspection and investigation. Work also involves receipt of complaints from the public about businesses to determine if the businesses are in compliance with the City ordinances; takes appropriate action against those in violation. Incumbent must use considerable tact and judgment so that public cooperation will be secured through goodwill. Work is carried on within a clearly defined area of laws, ordinances, regulations, and procedures. Work is reviewed upon completion through the review of reports and through screening of complaints.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Inspects local businesses in the field for compliance with the City Code for Occupational Licenses, public service taxes, hazardous waste taxes, and telecommunication taxes. Assists in the issuance, renewal, filing, and reporting of all occupational licenses, telecommunication taxes, and hazardous waste taxes. Prepares status reports of all fieldwork in progress and keeps accurate records of all contacts. Maintain positive customer service practices with the City business community. Attends Code Enforcement Board and other applicable meetings as required. Receives and investigates complaints regarding City occupational licenses. Assists in implementing department policies and procedures. Reviews publications and newspapers for licensing compliance. Performs related work as required.

**Other Important Duties**

Conveys information regarding the City's occupational license ordinances to business owners and other interested individuals. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Knowledge of City laws and ordinances relating to occupational licenses, telecommunications taxes, public service taxes and hazardous waste taxes. Knowledge of the geography of the City. Ability to interpret the City laws and ordinances pertinent to occupational licensing and taxes. Ability to exercise tact and maintain the goodwill of the business community and public. Ability to follow oral and written instructions. Ability to communicate effectively, both orally and in writing. Ability to compile data to prepare clear and accurate reports. Ability to operate standard office equipment. Ability to maintain effective working relationships with business representatives, the general public, and City employees. Skill in the use of microcomputers and associated programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a high school diploma or an equivalent recognized certificate and three years of experience in tax collection and enforcement or other customer service contact work, or an equivalent combination of training and experience.

**Necessary Special Requirement**

Must possess a valid Class E State driver's license at the time of appointment.

Established: 05-13-94

Revised: 10-03-03\*

07-06-09\*