

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 2525100

Licensing Services Clerk, Grade 9

Brief Description of Class

Licensing Services Clerks receive and process applications for licensure in professional and technical occupations and for pharmacies; provide information on the licensure process; and maintain related records according to approved schedules for retention and disposition.

These positions are found mainly in the Department of State and the State Education Department.

Distinguishing Characteristics

Licensing Services Clerk: full performance level; interprets and applies various laws, rules and regulations governing the licensing process.

Related Classes

Education Credentials Specialists review and evaluate applications for professional licenses, teaching certificates or related credentials for compliance with New York State requirements. They provide information on Education Law and Regulations pertaining to teacher certification and/or professional licensure and research educational programs in the United States and other countries to evaluate their equivalency to standards.

Clerks 2 supervise subordinate clerical staff or perform difficult clerical processing and maintain records in transaction processing organizations.

Business Documents Specialists review documents and provide information to various individuals on the State's Business Corporation Law and related laws, including certificates of incorporation or dissolution.

Illustrative Duties

Process applications for licenses and answer written, telephone or face-to-face questions related to the licensing process and maintain standards of timeliness and accuracy.

- Review applications to determine authenticity, acceptability and accuracy of documents; determine if the documents meet the requirements of applicable laws and department policy and procedures.
- Reject invalid or unacceptable documents; refer apparent forgeries to supervisor.
- Review criminal records for possible disqualifying convictions.
- Explain the reasons for rejecting applications.
- Read and interpret rules and regulations governing the license and issuance process.
- Search records to determine the license status and history of individuals and corporations.
- Answer questions from the public on the requirements of various licensure programs; assist applicants in completing applications.
- Provide certifications of approved applications.
- Electronically preserve documentary records as needed; maintain records for the required retention periods and then purge outdated records.

Review applications that are received by contracted vendors and determine accuracy and completeness.

- Review data entry functions for accuracy; determine completeness of applications.
- Determine the basis for disapproving applications; make corrections to resolve problems in processing.
- Review letters of disapproval for completeness and accuracy of information on the requirements for approving applications.

Minimum Qualifications

Open Competitive: successful completion of a one-year traineeship.

Promotion: one year of permanent competitive service in a clerical position at Grade 6 or higher.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

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