

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

Classification Standard

**Occ. Code 2803700**

**Assistant Director Division Licensing Services, Grade 27    2803700**  
**Director Division Licensing Services, M-4    2803800**

Brief Description Of Class Series

Positions in this series direct the licensure, registration, and regulation of various occupations throughout New York State.

These positions are classified only at the Department of State.

Distinguishing Characteristics

*Assistant Director Division Licensing Services:* one position class; under the general direction of the Director Division Licensing Services, directs the daily activities of the Division of Licensing Services, including the administrative supervision of a License Investigator 5, Supervisor of Licensing Services, and Associate License Examination Specialist.

*Director Division Licensing Services:* one position class; under the general direction of executive staff, directs the programs, activities, and staff of the Division of Licensing Services; establishes Division policies and procedures; and, administratively supervises the Assistant Director Division Licensing Services.

Illustrative Duties

*Assistant Director Division Licensing Services*

- Ensures that policies and procedures are implemented by communicating them to staff, customers, advisory boards, and committees.
- Drafts language for policies and regulations for review and approval.
- Researches new programs and recommends fees in consultation with advisory boards and organizations, staff, and others.
- Conducts surveys and studies to improve services, and researches similar functions in other states.

- Oversees the production of publications, maintenance of the Division web page, and other communication tools.
- Manages administrative and reporting functions, such as fee collection, purchasing, human resources, program statistical reports, and other support services.
- Oversees the development, administration, and reliability testing of all examinations conducted by the Division.
- Establishes minimum education and/or training requirements for occupations regulated by the Division, and continually reviews curriculum of training schools operating throughout the State.
- Establishes goals and priorities for each unit and monitors progress.
- Prepares and presents status reports on Division activities to various boards and committees.
- Serves as liaison with the State Education Department regarding school, curriculum, and legislative matters pertaining to various occupations; and with the Department of Health regarding health and safety issues.
- Negotiates reciprocity agreements with other jurisdictions for occupations regulated by the Division.
- Researches and determines program impact from proposed or pending legislation.
- Proposes alternatives to pending legislation to resolve potential problems related to implementing regulations, policies, procedures, communications, administration, and customer services.
- Works with advisory boards to revise pending legislation, introduce new legislation, and communicate the implications of new legislation on occupations and licenses.
- Performs the full range of administrative supervisory responsibilities.
- May represent the Director Division Licensing Services.

*Director Division Licensing Services*

- Establishes or modifies program policies and practices that are consistent with Department goals.

- Interprets policy for Department staff, other State agencies, advisory groups and boards, and customers.
- Develops and recommends new programs and proposed fee structures.
- Develops program work plans for various on-going functions, such as the establishment and collection/processing of license issuance and renewals, exam development/administration and standards, fees, enforcement functions, ticket issuance, and fine collection.
- Directs the development, implementation, and evaluation of program activities and procedures.
- Establishes and revises program priorities and monitors progress.
- Evaluates and recommends internal and external resources and consultative resources for improved business processes and functions.
- Establishes program performance standards, productivity goals, and ensures their application.
- Reviews proposed or pending legislation for program impact and makes recommendations to executive staff.
- Initiates, reviews, and analyzes laws, rules, and regulations governing licensing programs, as well as related laws and regulations that may impact these programs.
- Represents executive staff at meetings of real estate associations, professional organizations and occupational groups, committees, and conferences with officials of other states.
- Meets with government officials, business organizations, legal and financial groups, and others to explain the functions of the Division's programs and services and changes that may impact their organizations.
- Performs the full range of administrative supervisory responsibilities.
- May perform all of the duties and responsibilities of Assistant Director Division Licensing Services.

### Minimum Qualifications

*Assistant Director Division Licensing Services*

Promotion: one year of permanent competitive service as a License Investigator 5 or Supervisor of Licensing Services.

*Director Division Licensing Services*

Promotion: one year of permanent competitive service as an Assistant Director Division Licensing Services.

**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.

Date: 11/2015