

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

Classification Standard

**Occ. Code 2401300**

**Supervisor of Licensing Services, Grade 25**

Brief Description Of Class

The one position class manages license education curriculum development, processing, and analysis activities for professional and technical occupations under the regulation of the Division of Licensing Services at the Department of State.

Distinguishing Characteristics

*Supervisor of Licensing Services:* managerial level; under the general direction of the Assistant Director, Division of Licensing Services, supervises individual and business licensure curriculum development activities; clerical processing of license applications and fees; program analysis to update or implement new license standards and practices; and business analysis of license application, registration and regulation activities. The position supervises professional and clerical staff.

Illustrative Duties

*Supervisor of Licensing Services*

Meets with supervisors to set unit goals and priorities, and analyze work flow, quality, productivity and effectiveness.

Evaluates the training and development needs of licensing staff and arranges for training.

Notifies staff of regulatory, statutory or policy changes, and issues letters to industry of statutory changes.

Ensures license applications and website are updated and consistent with statutory changes.

Supervises the revenue unit staff that collects and reconciles licensing fees. Designs and develops curriculum content, map course topics, and objectives in conjunction with licensed occupation subject matter experts.

Meets with subject matter experts and professional associations to ensure that standards and practices for each occupation are established, and current.

Gathers, organizes and performs preliminary analysis of information regarding costs/benefits, advantages/disadvantages, and the feasibility of suggested licensing projects.

Reviews and discusses statutory and administrative policy changes with the Counsel's Office.

Assists licensing management in the creation of business goals and information requirements and priorities for both license applicants and licensed occupation subject experts.

Advises licensing and executive management on budget, workload, and future project plans.

Approves, and executes testing plans and verifies the accuracy of new systems and system enhancements.

Supervises the development of training manuals, and coordinates staff training programs for new licensing system applications and enhancements.

Liaisons with the Office for Information Technology Services and external vendors for all IT automation licensing projects.

### Minimum Qualifications

Promotion: one year of permanent competitive service in an Associate License Examination Specialist, or License Investigator 4.

**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: 08/2015