

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

Classification Standard

Occ. Code 2527100

Licensing Examiner 1, Grade 12	2527100
Licensing Examiner 2, Grade 15	2527200
Licensing Examiner 3, Grade 18	2527300
Licensing Examiner 4, Grade 23	2527400

Brief Description of Class Series

Licensing Examiners review and process license and permit applications in accordance with laws, rules and regulations.

These positions are classified at the Division of Alcoholic Beverage Control and the Office of Cannabis Management.

Distinguishing Characteristics

Licensing Examiner 1: full performance level; supervises Licensing Services Clerks, and lower-level clerical staff.

Licensing Examiner 2: first supervisory level; oversees a unit of Licensing Examiners 1 and Licensing Services Clerks.

Licensing Examiner 3: second supervisory level, oversees two or more subordinate Licensing Examiners 2 within a zone office.

Licensing Examiner 4: managerial level; supervises Licensing Examiners 3, and coordinates and monitors the licensing bureau work of an entire zone office under general direction from the Assistant Director Division Licensing Services or other higher-level staff.

Related Classes

Licensing Services Clerks receive and process applications for licensure for operations regulated by the agency; provide information on the licensure process; and maintain related records according to approved schedules for retention and disposition.

Illustrative Duties

Licensing Examiner 1

Supervises and trains License Services Clerks, and lower-level clerical staff.

Reviews applications for licenses and permits to make determinations such as: whether the application is complete; whether all documentation provided is acceptable and meets regulation requirements; whether the applicant and the applicant's proposed location meet the statutory and regulatory requirements for the license or permit; and identify issues that would be grounds for further reviews or disapproval of the application.

Reviews financial documentation submitted with application to determine if funds indicated are legitimate and accountable.

Researches records to determine licensing and disciplinary history of the applicant's proposed location.

Conducts interviews with applicants to answer questions or obtain additional information needed to process the application.

Responds to inquiries from the public regarding licensing issues, policies and procedures, as well as agency staff regarding specific license and permit applications.

Prepares written correspondence to customers and their representatives detailing deficiencies in their applications, renewals, or amendments.

Prepares detailed reports listing pertinent information necessary to present to the relevant licensing board to make reasonable determinations on the applications.

Conducts background checks and interviews with all parties of interest, including principals, lenders, stockholders, family members, employees, neighbors, area merchants, and municipal officers.

Conducts follow-up investigations of applicant and/or proposed premises to obtain additional information or clarification.

Communicates with police jurisdictions and municipalities regarding the soundness of the application and proposed location.

May acquire and serve subpoenas when necessary to verify application statements, proposed method of operation, financial records, and compliance with local ordinances.

May appear and testify at licensing hearing committee meetings.

Licensing Examiner 2

Supervises and trains Licensing Examiners 1, and lower-level clerical staff.

Ensures subordinates have reviewed all applications for licenses and permits in accordance with office procedures, rules, regulations, and statutes; and meets with staff to review current procedures and update them on any changes.

Produces production reports and meets with lower-level staff to discuss their efficiency; and monitors workloads to ensure equitable work assignments among staff.

Reassigns work and staff to meet goals and evaluates application trends to determine necessary staff and workload assignments.

Provides clear and concise explanation of policies and procedures to industry members, attorneys, applicants, licensees, community groups, and the public.

Examines and reports on complex license applications referred by lower-level staff.

Assists licensing management and supervisors with application revisions, internal control reporting, lean projects, and other initiatives required of the office.

May serve as a member of Licensing Board, which reviews the reports of License Services Clerks and Licensing Examiners 1 and makes determinations on applications. Refers difficult cases to the Licensing Examiner 3 or other higher-level staff for review and determination.

May also perform all of the same duties and functions as a Licensing Examiner 1.

Licensing Examiner 3

Administratively supervises and trains Licensing Examiners 2 and other staff within a zone office.

Assists management in overseeing the operations of the Licensing Bureau and advises on challenging, time sensitive, and critical matters.

Periodically reviews resources; and prepares written justifications and budget requests for any additional resources, including equipment and staff.

Develops procedures to deal with legislative and policy changes and implements them through subordinate supervisors.

Acts as primary liaison with zone office counsel's office and enforcement bureau regarding complex licensing issues.

Serve as a member of the Licensing Board to review complex applications and determine whether license and permit applications should be approved or disapproved.

Reviews full board reports for accuracy and completeness and advises management when the application is ready to be placed on the Licensing Board agenda.

Ensures the implementation of modified forms and applications required by amendments to the Alcohol and Beverage Control Law.

Attends meetings or training seminars with community groups, applicants, licensees, police agencies and other entities on behalf of the bureau.

Coordinates the development, testing, and maintenance of licensing information systems with bureau and information technology staff.

Assists with internal controls testing of bureau functions to ensure that all procedures are being performed accurately and efficiently and recommends additional security or changes.

May also perform all of the same duties and functions as lower-level Licensing Examiners.

Licensing Examiner 4

Administratively supervises and trains Licensing Examiners 3 and other staff within a zone office.

Reviews monthly reports and meets with Licensing Examiners 3 to evaluate the functions in each zone office, and initiate changes where necessary.

Reviews enacted legislation to determine the impact on operations and meets with agency executive management to determine needed changes.

Leads the implementation of new legislation and work process improvement initiatives.

Coordinates the development, testing, and maintenance of licensing information systems with Licensing Examiners 3.

Performs internal controls testing of bureau functions to ensure that all procedures are being performed accurately and efficiently and recommends additional security or changes.

Creates and modifies forms and applications when required by amendments to the Alcohol and Beverage Control Laws.

Reviews reports for applications being sent to the Members of the Authority for determination.

May also perform all of the same duties and functions as lower-level Licensing Examiners.

Minimum Qualifications

Licensing Examiner 1

Transition: one year of permanent service in a clerical, secretarial, keyboarding, or paraprofessional title allocated to Grade 9 or higher.

Open Competitive: Three years of full-time experience in a position where your primary responsibility is providing customer service in the form of explaining programs, policies, and/or procedures; resolving problems; or reconciling accounts. College study may substitute for up to three years of the required experience at the rate of thirty semester credit hours per year of experience.

Licensing Examiner 2

Promotion: one year of permanent service as a Licensing Examiner 1.

Licensing Examiner 3

Promotion: one year of permanent service as a Licensing Examiner 2.

Licensing Examiner 4

Promotion: one year of permanent service as a Licensing Examiner 3.

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 the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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EJM