

MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION

LICENSING FIELD SERVICES ASSISTANT

JOB DESCRIPTION

Employees in this job perform a variety of review/data collection activities to assist in determining business establishment compliance with applicable laws and rules in order to obtain or renew a license required to do business. The work involves pre-licensure and licensure renewal visits to establishments to collect information and data necessary to determine compliance with licensing requirements. Work is performed through the application of knowledge related to established methods and procedures available in the form of regulations, rules, policies, and procedures.

Position Code Title - Licensing Field Serv Asst-E

Licensing Field Services Assistant 7

This is the entry level. The employee, under close supervision, performs a range of licensing field services assistant assignments while learning the methods of the work. Guidelines and procedures are available in the form of regulations, rules and policies governing the work being performed.

Licensing Field Services Assistant E8

This is the experienced level. The employee performs a full range of assignments using considerable independent judgment to make decisions requiring the interpretation of guidelines concerning licensing requirements.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Conducts on-site review of business or school establishments requesting initial or renewal licensing to ensure facility and environmental compliance with applicable statutes and rules.

Completes review report in accordance with statutory requirements, documenting results of review and issues of concern or possible non-compliance.

Issues citation or seeks formal action as allowed by applicable statutes and rules.

Refers case to supervision for possible investigation action when establishment is not in compliance with applicable rules and statutes.

Verifies individuals engaging in the regulated activity are licensed, as required by law or statute.

Provides information regarding regulatory requirements to gain compliance with applicable regulations, rules, policies and procedures.

Responds to inquiries related to pre-licensure reviews and reports.

Completes and maintains documentation related to the work.

Assists in the training of new Licensing Field Services Assistants.

Performs related work as assigned

## JOB QUALIFICATIONS

### Knowledge, Skills, and Abilities

NOTE: Developing knowledge is required at the entry level and considerable knowledge is required at the experienced level.

Knowledge of statutes, rules, regulations, policies and procedures, and terminology related to the work.

Knowledge of computer and record keeping systems.

Ability to conduct interviews, obtain information, make observations, and draw reasonable conclusions.

Ability to conduct reviews in accordance with applicable statutes.

Ability to accurately document observations.

Ability to input, retrieve, and manipulate computerized data.

Ability to effectively explain instructions and guidelines to others.

Ability to work with varied personalities.

Ability to maintain composure during stressful situations.

Ability to operate a motor vehicle.

Ability to communicate effectively.

Ability to follow oral and written instructions.

Ability to maintain favorable public relations.

Ability to coordinate a variety of tasks using a variety of laws, rules, policies and procedures.

### Working Conditions

The employee may work in an environment involving a moderate degree of hazard.

The employee may be exposed to chemicals during review of cosmetology establishments, schools, barber shops and barber colleges, funeral establishments, and other establishments requiring licensure.

Considerable travel by automobile is required.

### Physical Requirements

The job duties may require an employee to work under stressful conditions.

### Education

Education typically acquired through completion of high school.

### Experience

#### Licensing Field Services Assistant 7

No specific type or amount is required.

#### Licensing Field Services Assistant E8

One year of experience equivalent to a Licensing Field Services Assistant 8.

### Special Requirements, Licenses, and Certifications

Possession of a valid, unrestricted Michigan driver's license.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

Job Code Description

LICFLDAST

LICENSING FIELD SERVICES ASSISTANT

Position Title

Position Code

Pay Schedule

Licensing Field Serv Asst-E

LICFLDAS

A31-006

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01/18/2015