

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

LICENSING ASSISTANT

POSITION CODE: 23568  
Effective: 12-1-02

DISTINGUISHING FEATURES OF WORK:

Under direct supervision, interviews visitors regarding complaints; answers basic questions regarding agency rules and regulations which concern licensing acts; prepares reports on work performed; performs occasional duties of monitoring, transporting and guarding occupational licensing examination materials.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Interviews the public and answers telephone inquiries concerning complaints within established guidelines; accepts complaint inquiries from the public converting complaints into concise statements; determines jurisdiction, nature and validity of complaints; prepares working statements of each complaint in order for the department to take the necessary action.
2. Answers basic questions for the public regarding agency procedures, rules, statutes and services, orally or in writing; refers more complex jurisdiction matters to superiors; refers inquiries when department lacks jurisdiction, or if more than one avenue of recourse is available.
3. Performs occasional security functions in monitoring the administration of occupational licensure examinations; may serve as a silent proctor by observing test takers for inappropriate action/behavior.
4. Performs occasional security functions in the transporting and guarding of examination materials, i.e., transporting test materials from the airport to the examination room.
5. Periodically participates in the collection of data, gathering statistical information regarding regulatory surveys of registrants; prepares basic reports outlining various statistical information.

## LICENSING ASSISTANT (Continued)

6. Performs general office assignments including filing and maintaining the office.
7. Receives on-the-job training for increased responsibilities in job proficiency.
8. In conjunction with an experienced inspector, to gain inspecting experience, occasionally participates in making inspections of professions and private businesses regulated by licensing acts.
9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

### DESIRABLE REQUIREMENTS:

#### Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of high school.

#### Knowledges, Skills and Abilities

Requires elementary knowledge of general business procedures.

Requires ability to prepare accurate reports and maintain records.

Requires ability to explain and interpret simple statutory requirements, rules, regulations and procedures.

Requires ability to maintain satisfactory working relationships with other employees, outside agencies and the public.

Requires ability to monitor examination activities.

In addition to English verbal and written skills, candidates may be required to translate, speak and write a foreign language at a colloquial skill level. Some positions may require manual communication skills.