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CITY OF LAS VEGAS CIVIL SERVICE BOARD OF TRUSTEES
Department of Human Resources
400 Stewart Avenue
Las Vegas, Nevada
CITY OF LAS VEGAS INTERNET ADDRESS: <http://www.lasvegasnevada.gov>

TELECONFERENCE AGENDA

DATE: OCTOBER 27, 2004
TIME: 11:30 a.m.

ALL ITEMS ON THIS AGENDA ARE SCHEDULED FOR ACTION UNLESS SPECIFICALLY NOTED OTHERWISE. UNLESS OTHERWISE STATED, ITEMS MAY BE TAKEN OUT OF THE ORDER PRESENTED AT THE DISCRETION OF THE CHAIRPERSON.

***NOTE:** Minutes from this meeting will be included as part of the next regularly scheduled meeting on November 10, 2004.

- I. CALL TO ORDER
- II. ANNOUNCEMENT RE: COMPLIANCE WITH THE OPEN MEETING LAW
- III. BUSINESS
 - A. CLASSIFICATION SPECIFICATION FOR APPROVAL:
 - 1) Senior License Officer – Revised
- IV. ITEMS FOR DISCUSSION ONLY NO BOARD ACTION REQUIRED:
- V. CITIZEN PARTICIPATION

PUBLIC COMMENT DURING THIS PORTION OF THE AGENDA MUST BE LIMITED TO MATTERS WITHIN THE JURISDICTION OF THE CIVIL SERVICE BOARD. NO SUBJECT MAY BE ACTED UPON BY THE CIVIL SERVICE BOARD UNLESS THAT SUBJECT IS ON THE AGENDA AND IS SCHEDULED FOR ACTION. IF YOU WISH TO BE HEARD, GIVE YOUR NAME FOR THE RECORD. THE AMOUNT OF DISCUSSION ON ANY SINGLE SUBJECT, AS WELL AS THE AMOUNT OF TIME ANY SINGLE SPEAKER IS ALLOWED, MAY BE LIMITED.

Facilities are provided throughout City Hall for the convenience of disabled persons. Special equipment for the hearing impaired is available for use at meetings. If you need an accommodation to attend and participate in this meeting, please call the **DEPARTMENT DESIGNEE at 229-6315** and advise of your need at least 48 hours in advance of the meeting. The City's TDD number is 386-9108.

THIS MEETING HAS BEEN PROPERLY NOTICED AND POSTED AT THE FOLLOWING LOCATIONS:

State of Nevada, 555 E. Washington
Senior Citizen Center, 450 East Bonanza Road
Clark County Government Center, 500 South Grand Central Parkway
Court Clerk's Office Bulletin Board, City Hall Plaza
City Hall Plaza, Special Outside Posting Bulletin Board
City Hall 2nd Floor, Human Resources Posting Bulletin Board

CITY OF LAS VEGAS

AGENDA DOCUMENTATION

Date October 27, 2004

TO: CIVIL SERVICE BOARD OF TRUSTEES FROM: F. CLAUDETTE ENUS, SECRETARY

SUBJECT: A. CLASSIFICATION SPECIFICATIONS FOR APPROVAL

BOARD ACTION: DISCUSSION AND POSSIBLE ACTION

CLASSIFICATION SPECIFICATIONS:

REVISED:

1. Senior License Officer

Senior License Officer was revised to clarify the minimum qualifications.

RECOMMENDATION

The City recommends approval of this revised classification specifications.



**ELIGIBILITY
LISTS FOR THIS
MEETING ARE
DEEMED
CONFIDENTIAL
PER NRS 603A**

SENIOR LICENSE OFFICER

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To lead, oversee and participate in the more complex and difficult work of staff responsible for processing, enforcement and inspection of general, privileged and child care business licenses; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Business Services Supervisor, Business Services Manager and higher level management staff.

Exercises functional and technical supervision over lower level staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS—*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Lead, plan, schedule and review the work of staff responsible for processing and enforcement of general, privileged and child care business licensing ordinances and regulations.
2. Plan, coordinate, direct and participate in all licensing activities, including conducting field inspections, receiving complaints and investigating licensing problems, conducting interviews and accepting applications for new licenses, explaining fees, licensing procedures and regulations, issuing cease and desist notices and citations, initiating court action, testifying in court and reviewing business licenses for completeness.
3. Train assigned employees in inspection and investigative methods and techniques, in techniques for handling irate customers, the special processes applying to privileged licensing, procedures for processing general business licenses, and collection procedures.
4. Verify the work of assigned employees for accuracy, proper work methods and techniques and compliance with applicable standards and specifications; supervise the use of and operate computerized office equipment.
5. Ensure assigned employees adhere to safe work practices and procedures.
6. Participate in board meetings, City Council meetings and coordination team meetings involving other departments, city management, business owners, developers and customers' design staff as a representative of the department.

CITY OF LAS VEGAS
Senior License Officer (Continued)

Essential Functions:

7. Verify additional departmental and agency approvals for privileged license applications including review of police reports; prepare documentation for City Council agenda.
8. Prepare statistical reports from data compiled by License Officers.
9. Respond to public inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.

Marginal Functions:

1. Assist License Technicians with processing the more complex license applications.
2. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of general business, privileged and child care license programs.
Principles of lead supervision and training.
Investigative and inspection methods and techniques.
Laws, codes and regulations applicable to business and child care licensing, including privileged licensing.
Methods and techniques of conducting interviews.
Basic collection procedures and techniques.
Advanced customer service principles and practices.
Principles of telephone etiquette.
Accounting procedures and practices.
Operational characteristics of computerized equipment.
Principles of business letter writing and report preparation.
Principles and procedures of record keeping.
Mathematical principles.
Modern office procedures and methods.
Occupational hazards and standard safety practices.

Ability to:

Lead, organize and review the work of assigned staff.
Independently perform the most difficult business license inspections.
Train assigned staff in all aspects of business or child care licensing.
Interpret, explain and enforce department policies and procedures and applicable rules and regulations governing business and child care licensing.
Operate computer equipment.
Resolve problems in the enforcement of business license regulations.
Make computations rapidly and accurately.
Determine fees based on codes and regulations.

CITY OF LAS VEGAS
Senior License Officer (*Continued*)

Ability to:

- Work independently in the absence of supervision.
- Understand and follow oral and written instructions.
- Communicate effectively with irate customers in sensitive situations.
- Detect inconsistent or suspect information provided by customer that may warrant further investigation.
- Conduct on-site inspections.
- Issue cease and desist notices and citations, depending on assignment.
- Testify in court when required.
- Respond to potentially confrontational situations.
- Provide good customer service.
- Respond to requests and inquiries from the general public.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain mental capacity which allows the capability of:
 - *Making sound decisions;*
 - *Effective interaction and communication with others; and*
 - *Demonstrating intellectual capabilities.*
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:
 - *Walking, standing or sitting for extended periods of time*
 - *Operating computer equipment.*
- Maintain effective audio-visual discrimination and perception needed for:
 - *Making observations*
 - *Communicating with others*
 - *Reading and writing*
 - *Operating computerized equipment.*

Experience and Training Requirements

Experience:

Three years of increasingly responsible experience processing and enforcing business licensing ordinances and regulations, to include: field inspections; receiving complaints and investigating licensing problems; explaining fees, licensing procedures and regulations; issuing cease and desist notices and citations; initiating court action; and testifying in court. Lead experience is desirable.

Training:

Equivalent to an Associate's degree from an accredited college with major course work in business management or a related field.

License or Certificate

Possession of an valid driver's license on the date of application.

CITY OF LAS VEGAS
Senior License Officer (*Continued*)

WORKING CONDITIONS

Environmental Conditions:

Office environment; travel from site to site; exposure to computer screens; exposure to inclement weather conditions.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for walking, sitting or standing for prolonged periods of time; operating motorized vehicles.

ARB

REV 10/12/04

FLSA & City: nonexempt

CSB 10/27/04

SENIOR LICENSE OFFICER

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To lead, oversee and participate in the more complex and difficult work of staff responsible for processing, enforcement and inspection of general, privileged and child care business licenses; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Business Services Supervisor, Business Services Manager and higher level management staff.

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3. Train assigned employees in inspection and investigative methods and techniques, in techniques for handling irate customers, the special processes applying to privileged licensing, procedures for processing general business licenses, and collection procedures.
4. Verify the work of assigned employees for accuracy, proper work methods and techniques and compliance with applicable standards and specifications; supervise the use of and operate computerized office equipment.
5. Ensure assigned employees adhere to safe work practices and procedures.
6. Participate in board meetings, City Council meetings and coordination team meetings involving other departments, city management, business owners, developers and customers' design staff as a representative of the department.

CITY OF LAS VEGAS
Senior License Officer (Continued)

Essential Functions:

7. Verify additional departmental and agency approvals for privileged license applications including review of police reports; prepare documentation for City Council agenda.
8. Prepare statistical reports from data compiled by ~~Compliance~~ License Officers.
9. Respond to public inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.

Marginal Functions:

1. ~~Respond to public inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.~~ Assist License Technicians with processing the more complex license applications.
2. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of general business license, privileged -and child care license programs.

Principles of lead supervision and training.

Investigative and inspection methods and techniques.

Laws, codes and regulations applicable to business and child care licensing, including privileged licensing.

Methods and techniques of conducting interviews.

Basic collection procedures and techniques.

Advanced ~~Customer~~ service principles and practices.

Principles of telephone etiquette.

Accounting procedures and practices.

Operational characteristics of computerized equipment.

Principles of business letter writing and report preparation.

Principles and procedures of record keeping.

Mathematical principles.

Modern office procedures and methods.

Occupational hazards and standard safety practices.

Ability to:

Lead, organize and review the work of assigned staff.

Independently perform the most difficult business license inspections.

Train assigned staff in all aspects of business or child care licensing.

Interpret, explain and enforce department policies and procedures and applicable rules and regulations governing business and child care licensing.

Operate computer equipment.

CITY OF LAS VEGAS
Senior License Officer (Continued)

- Resolve problems in the enforcement of business license regulations.
- Make computations rapidly and accurately.
- Determine fees based on codes and regulations.
- Work independently in the absence of supervision.
- Understand and follow oral and written instructions.
- Communicate effectively with irate customers in sensitive situations.
- Detect inconsistent or suspect information provided by customer that may warrant further investigation.
- Conduct on-site inspections.
- Issue cease and desist notices and citations, depending on assignment.
- Testify in court when required.
- Respond to potentially confrontational situations.
- Provide good customer service.
- Respond to requests and inquiries from the general public.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- ~~Maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities.~~
- Maintain mental capacity which allows the capability of:
 - Making sound decisions;
 - Effective interaction and communication with others; and
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- Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:
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Experience and Training Requirements

Experience:

Three years of increasingly responsible business license experience processing and enforcing business licensing ordinances and regulations, to include: field inspections; receiving complaints and investigating licensing problems; explaining fees, licensing procedures and regulations; issuing cease and desist notices and citations; initiating court action; and testifying in court. Lead experience is desirable.

Training:

Equivalent to an Associate's degree from an accredited college with major course work in business management or a related field.

License or Certificate

CITY OF LAS VEGAS
Senior License Officer (*Continued*)

Possession of an valid driver's license on the date of application.

WORKING CONDITIONS

Environmental Conditions:

Office environment; travel from site to site; exposure to computer screens; exposure to inclement weather conditions.

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ARB

REV 10/2/9710/12/04

FLSA & City: Nnonexempt

CSB 11/12/97

TO: CLAUDETTE ENUS
FAX: 702-382-7838
SUBJECT: **Reservation Confirmation**

Thank you for using Sprint Conferencing Services. This is to confirm that a conference reservation has been made. A two-hour notification to cancel is required to avoid a non-cancellation charge. Please call our toll free reservation number (800-366-2663) to reschedule, cancel or make any changes. Please use the confirmation number listed below when referring to your reservation.

CHAIRPERSON: CLAUDETTE ENUS
CONFIRMATION NUMBER: 28713053
DATE: Wednesday, October 27, 2004
TIME: 11:30 am (PDT)
DURATION: 15 minutes
LINES RESERVED: DIAL IN: 0 DIAL OUT: 7
DIAL IN NUMBER(s): 800-659-8290

Sprint Conferencing Services offers many optional features. These features can be used to tailor your conference call to meet the needs of a particular meeting. Some features for consideration are:

- **Audiotaping*** - high quality cassette tapes of the conference can be made the same day (transcription* of the taped conference is also available).
- **Password Security** - for highly confidential conferences each participant must provide the password.
- **Automated Polling*** - participants can answer pre-established questions with their touch tone phones.

* these features incur an additional charge.

**CIVIL SERVICE BOARD
2004 SCHEDULE
MEETINGS AND AGENDA PREPARATION DATES**

MEETING DATES & TIMES REGULAR 4:30 P.M. TELECONF 11:30 A.M.	DOCUMENTATION DUE	AGENDA POSTED PACKETS MAILED
✓ <u>REGULAR</u> - JANUARY 14	JANUARY 5	JANUARY 8
<u>TELECONF</u> - JANUARY 28	JANUARY 20*	JANUARY 22
✓ <u>REGULAR</u> - FEBRUARY 11	FEBRUARY 2	FEBRUARY 5
✓ <u>TELECONF</u> - FEBRUARY 25	FEBRUARY 17*	FEBRUARY 19
✓ <u>REGULAR</u> - MARCH 10	MARCH 1	MARCH 4
✓ <u>TELECONF</u> - MARCH 24	MARCH 15	MARCH 18
✓ <u>REGULAR</u> - APRIL 14	APRIL 5	APRIL 8
<u>TELECONF</u> - APRIL 28	APRIL 19	APRIL 22
✓ <u>REGULAR</u> - MAY 12	MAY 3	MAY 6
✓ <u>TELECONF</u> - MAY 26	MAY 17	MAY 20
✓ <u>REGULAR</u> - JUNE 9	JUNE 1*	JUNE 3
✓ <u>TELECONF</u> - JUNE 23	JUNE 14	JUNE 17
✓ <u>REGULAR</u> - JULY 14	JULY 6*	JULY 8
✓ <u>TELECONF</u> - JULY 28	JULY 19	JULY 22
✓ <u>REGULAR</u> - AUGUST 11	AUGUST 2	AUGUST 5
✓ <u>TELECONF</u> - AUGUST 25	AUGUST 16	AUGUST 19

2004 Civil Service Board Schedule
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MEETING DATES & TIMES REGULAR 4:30 P.M. TELECONF 11:30 A.M.	DOCUMENTATION DUE	AGENDA POSTED PACKETS MAILED
✓ <u>REGULAR</u> - SEPTEMBER 8	AUGUST 30	SEPTEMBER 2
✓ <u>TELECONF</u> - SEPTEMBER 22	SEPTEMBER 13	SEPTEMBER 16
✓ <u>REGULAR</u> - OCTOBER 13	OCTOBER 4	OCTOBER 7
✓ <u>TELECONF</u> - OCTOBER 27	OCTOBER 18	OCTOBER 21
✓ <u>REGULAR</u> - NOVEMBER 10	NOVEMBER 1	NOVEMBER 4
✓ <u>TELECONF</u> - NOVEMBER 24	NOVEMBER 15	NOVEMBER 18
✓ <u>REGULAR</u> - DECEMBER 8	NOVEMBER 29	DECEMBER 2
✓ <u>TELECONF</u> - DECEMBER 22	DECEMBER 13	DECEMBER 16

*DUE TO HOLIDAY