

DUTY STATEMENT

Job Classification: Supervising Program Technician I
Position Number: 024-xxx-9924-xxx
Scheme and Class Codes: CZ84; 9924
Reports To: Staff Services Manager I or II
FLSA Status: Non-Exempt
Divisions: Northern/Southern
Location: Various
Prepared By/Date: Human Resources, August 2023

DEPARTMENT STATEMENT

The Department of Alcoholic Beverage Control (ABC) is committed to providing the highest level of service and public safety to the people of the State through licensing, education, and enforcement. ABC values diversity at all levels of the organization and is committed to fostering an environment in which employees are welcome and can thrive. Employees at ABC are required to provide exceptional customer service, maintain regular attendance, act with integrity, and be professional and responsive.

SUMMARY

Under general direction, the Supervising Program Technician I supervises at least two Program Technician staff responsible for reviewing and processing applications for alcoholic beverage licenses.

%	ESSENTIAL DUTIES AND RESPONSIBILITIES
40%	Plan, organize, and direct the work of staff responsible for reviewing and processing the initial application packet submitted for alcoholic beverage licenses, catering or event authorizations, and daily license applications to ensure efficiency and compliance with departmental policies and procedures. Review and monitor the work of subordinate staff to ensure assignments are performed efficiently and in a timely manner. Assess the training needs of staff and provide informal training to enhance staff knowledge and performance to maintain a competent workforce. Directly observe subordinate staff oral communications with internal/external stakeholders to ensure quality customer service and accuracy of determinations, providing performance feedback as needed. Guide staff in assisting the public in person or via telephone of the required application forms, documents, and fees needed for the type of license they are seeking.

15%	Determine importance, relevance, and sensitivity of electronic and written correspondence to ensure proper handling and distribution to appropriate staff. Inform the public in person, via telephone or email of the required application forms, documents, and fees needed for the type of license they are seeking. Provide instructions on application procedures and ABC forms. Provide and explain the pre-application package to applicants and direct applicants to the appropriate agencies (i.e., planners, city council, etc.) to obtain necessary documents or approvals. Provide census tract data and crime statistic data to applicants and consultants. Processes applications for permanent licenses, catering or event authorizations, and daily licenses during periods of high volume or employee absence. Assists with tasks performed by subordinates such as filing and assisting the public in person or via telephone when necessary.
10%	Maintain knowledge of ABC Act, laws, rules and regulations, Industry Advisories, Staff Support Licensing Manual, data base manual, P & L manuals, general orders, and ABC internet to perform duties and answer questions via telephone, email, or in-person from the general public, licensees, applicants, consultants, attorneys, members of the alcoholic beverage industry, and allied law enforcement agencies regarding alcoholic beverage licensing requirements, processes, and procedures.
10%	Oversee the processing of applications and fees for annual Priority Licenses to ensure efficiency and compliance with departmental policies. Create and maintain a list of priority applicants by rank. Distribute appropriate notification letters throughout the priority period as needed and ensure appropriate timeframes are met.
5%	Print Criminal Identification and Information (CII) fingerprint results from Department of Justice (DOJ) system. Log date received into departmental data base. Print subsequent arrest notifications and determine if applicable to a current license by checking departmental data base. Notify DOJ when arrest notification is no longer needed. Destroy fingerprint result data upon issuance of license or withdrawal of application.
5%	Prepare employee performance evaluations to evaluate work performance and provide feedback on an individual basis. Identify and resolve employee performance problems to plan and implement measures such as informal feedback, disciplinary/counseling memos, and training to improve performance and ensure efficiency. Provide coaching to subordinate staff relating to the tasks of the job to improve performance and productivity and assist with career development and upward mobility. Maintain personnel files and records to document staff performance, incidents, attendance patterns, assignments, and training status. Review leave requests from subordinate staff to approve/deny based on operational needs and ensure timesheets are accurate. Collect timesheets and forward to HR in a confidential manner. Maintain staff attendance reports to track leave and validate timesheets.
5%	Develop or update new procedures, office policies, or requirements for reference by office staff to guide operations and ensure program compliance. Provide input and feedback to the development and updating of procedures, processes, and policies for inclusion in manuals, guidebooks, and desk procedures.

	Maintain and organize files for future reference and audit and retention purposes. Inventory and maintain supplies and equipment to ensure office has supplies and working equipment.
	MARGINAL DUTIES
5%	Assist the enforcement division as needed; greet the public and provide direction of their needs. Attends meetings and participates on committees to assist in developing policies and procedures.

Supervisory Responsibilities

This job has supervisory responsibilities.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

If the employee is working at an alternate work location during telework, they are required to maintain a safe working condition at the approved site, abide by the Departments Telework Policy and Ergonomic Policy, and agree to maintain a distraction-free remote work environment. Further, employees are required to be available through various forms of communication during work hours.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands and fingers to handle or feel. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance, vision, peripheral vision, depth perception and ability to adjust focus.

I have read and understand the duties and requirements listed above and am able to perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation may be necessary, or if unsure of a need for reasonable accommodation, inform the hiring supervisor.)

The essential and marginal job duties have been discussed with the employee and a copy has been provided to the employee.

SUPERVISOR'S SIGNATURE	DATE	EMPLOYEE'S SIGNATURE	DATE
PRINT NAME		PRINT NAME	

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Synthesizes complex or diverse information; collects and researches data and uses intuition and experience to complement data.

Design – Demonstrates attention to detail.

Problem Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; and uses reason even when dealing with emotional topics.

Technical Skills – Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; and shares expertise with others.

Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; and meets commitments.

Interpersonal – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; and remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; and participates in meetings.

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed; and recognizes accomplishments of other team members.

Written Communication – Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; and able to read and interpret written information.

Quality Management – Looks for ways to improve and promote quality; and demonstrates accuracy and thoroughness.

Cost Consciousness – Conserves organizational resources.

Diversity – Shows respect and sensitivity for cultural differences; and promotes a harassment-free environment.

Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; and upholds organizational values.

Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; and supports equal employment opportunities and respects diversity.

Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; and able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; and arrives at meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; and completes tasks on time or notifies appropriate person with an alternate plan.

Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; and asks for and offers help when needed.

Innovation – Generates suggestions for improving work; and presents ideas and information in a manner that gets others' attention.

Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; and makes timely decisions.

Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; and takes calculated risks to accomplish goals.

Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; and develops realistic action plans.

Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; and follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; and monitors own work to ensure quality.

Quantity – Meets productivity standards; completes work in timely manner; strives to increase productivity; and works quickly.

Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Language Ability – Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write detailed reports and correspondence. Ability to speak effectively before groups of customers or employees of organizations.

Math Ability – Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability – Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills – To perform this job successfully, an individual should have knowledge of Microsoft Word processing software; Excel spreadsheet software; Internet Explorer, and ABIS database software.