

DUTY STATEMENT

Job Classification: Supervisor I
Working Title: District Licensing Supervisor
Position Number: 024-xxx-4800-xxx
Scheme and Class Codes: JY15; 4800
Reports To: Supervisor II
FLSA Status: Exempt
Divisions: Northern/Southern
Location: Various
Prepared By/Date: Human Resources, January 2026

DEPARTMENT STATEMENT

ABC values diversity at all levels of the organization and is committed to fostering an environment in which employees from a variety of backgrounds, cultures, and personal experiences are welcomed and can thrive. ABC believes the diversity of our employees and their unique ideas inspire innovative solutions to further our mission. Join ABC and help us provide the highest level of service and public safety to the people of the State through licensing, education, and enforcement.

SUMMARY

The Supervisor I plans, organizes and assigns work for a group of Licensing Representatives within a regionalized area covering multiple district offices. Assist in directing and supervising clerical staff within their regionalized area. Instructs and advises Licensing Representatives in licensing activities related to the Alcoholic Beverage Control laws; makes and evaluates recommendations for issuance or denial of licenses; provides interpretation and application of the provisions of the Alcoholic Beverage Control Act and the rules and regulations of the Department of Alcoholic Beverage Control.

%	ESSENTIAL DUTIES AND RESPONSIBILITIES
35%	Plan, organize and assign licensing applications (e.g. original, person to person transfers, double transfers, fiduciary transfers, exchange of license types, etc.) and other licensing assignments (e.g. corporation updates, premises expansions, managerial applications, condition modifications, etc.) to Licensing Representative staff within region. Provide supervision, guidance, training, and instruction to subordinate staff in the performance of licensing investigations and assignments to ensure compliance with departmental policies, procedures, and ABC rules and regulations. Train Licensing Representative staff on how to conduct field visits. Provide expertise and assistance on complex and/or sensitive licensing investigations and assignments. Ensure investigations and assignments are completed in a timely manner and office goals and objectives are met. Assist in providing supervision and direction to clerical staff in the performance of office clerical functions (e.g. license application intake, permits, renewals, etc.). Provide clear expectations of duties and priorities through verbal and written communication to subordinate staff. Conduct meetings with subordinate staff to disseminate information and/or discuss and resolve issues pertinent to the office. Establish open communication with subordinate staff to create a positive working environment. Resolve disagreements and conflicts between subordinate staff members to achieve a professional and productive work environment.

%	ESSENTIAL DUTIES AND RESPONSIBILITIES
30%	Review licensing applications to ensure licensing packages are complete and accurate and in compliance with ABC rules and regulations. Ensure the imposed conditions are addressing the concerns identified during the licensing investigation. Recommend approval or denial of licensing assignments. Conduct monthly audits of licensing caseload to determine status of cases and to provide direction on licensing applications or assignments. Confer with management on complex and sensitive matters.
10%	Meet with and advise Licensing Representatives, clerical staff, general public, consultants, local law enforcement or other public governing agencies and community groups regarding the interpretation and application of the provisions of the ABC ACT and ABC rules and regulations. Respond and resolve a variety of matters (e.g., complaints, inquiries, requests, etc.) from stakeholders, consultants, general public, local law enforcement and other governmental agencies in a timely, professional and courteous manner. Provide information to other district offices, using verbal or written correspondence regarding applicants, licensees, and premises to facilitate the processing of applications.
10%	Hire and train subordinate staff to perform licensing duties in accordance with laws, rules, regulations and departmental policies and procedures. Prepare performance evaluations to evaluate work performance and provide feedback on an individual basis. Provide coaching to subordinate staff on job related tasks to improve performance and productivity. Assist subordinate staff with career development and upward mobility. Identify and resolve performance problems. Document performance, incidents, attendance patterns, assignments, and training status. Utilize the progressive discipline process to correct performance problems, which includes providing ongoing feedback, counseling memos, and training to improve efficiency. Ensure confidential and/or sensitive documents are retained and destroyed as mandated by policy and procedures. Review leave requests from subordinate staff and approve/deny based on operational needs. Review and audit timesheets, daily activity reports, and travel expense claims. Create and maintain work schedules and time off request.
5%	Administer the annual priority license drawings for counties within region to ensure a fair and impartial process.
5%	Assist Licensing Representative staff in preparation and presentation of evidence and testimony for administrative hearings on licensing matters. Testify in administrative hearings on licensing matters, as required.
	MARGINAL DUTIES
5%	Assist other Departmental units by sitting on hiring panels, act as Subject Matter Expert on special projects, provide recommendations on systems and processes related to licensing functions.

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.

Employees are required to operate and maintain a state vehicle and possess a valid driver's license of the appropriate class issued by the Department of Motor Vehicles. Employees are required to drive long distances in all types of weather and driving conditions. Field work includes walking and surveying nearby residents, business, schools, and parks. Field work may be required after normal business hours to conduct investigations.

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.

Examples of physical demands include typing with both hands on a standard computer keyboard, using a standard computer monitor; answering telephones and taking notes; filing in 4 or 5-drawer filing cabinets, having to stoop or bend for the lower drawers or using a step stool for the higher drawers; and using both hands, wrists, and arms to maneuver files in tightly packed filing cabinets. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds, such as lifting 10-25 pounds of paper or file folders, etc.

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:

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; varies writing style to meet needs; 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 opportunity 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; 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 a 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 routine reports and correspondence.

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 working knowledge of Microsoft Outlook, Word, Excel, PowerPoint, and departmental data base.