State of California Department of Alcoholic Beverage Control

DUTY STATEMENT

Job Classification: Licensing Representative II, Alcoholic Beverage Control
Position Number: 024-055-3065-xxx
Scheme and Class Codes: KC53; 3065
Reports To: Supervisor I
FLSA Status: Non-Exempt
Divisions: Licensing - Centralized Licensing Unit
Location: Sacramento (Headquarters)
Prepared By/Date: Licensing Division, February 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

Under general supervision, incumbents independently conduct the more complex/difficult licensing application investigations to investigate and analyze the background of applicants and the suitability of premises for licensure. Incumbents interpret and explain the provisions of laws, rules, and regulations of the Alcoholic Beverage Control Act. Incumbents may perform field work that includes driving long distances in all types of weather and conditions; walking and surveying the surrounding community which includes nearby residences, businesses, schools, hospitals, non-profit youth facilities, and parks. Field work may be required after normal business hours.

ESSENTIAL DUTIES AND RESPONSIBILITIES

40% Utilizing a variety of sources, investigate and analyze the more complex/difficult licensing applications such as original issuances, premises-to-premises transfers, exchanges, protested applications, applications having tied-house conflicts, hidden ownership, condition modifications and premises expansions or reductions. Investigations include the following but are not limited to:

Obtaining and examining written documentation, including personal and financial affidavits, criminal history, etc. to evaluate and determine the applicant's or location's suitability for licensure in compliance with ABC laws, rules, and regulations.

Analyzing submitted forms and documentation related to corporate or other entity interests in license applications to determine which officers, directors, stockholders, members, or partners require qualification to hold a liquor license.

Explaining and documenting facts and information obtained during investigations by writing investigative reports for applications and other licensing assignments pursuant to Department policies and procedures. Make recommendations for approval or denial of applications by evaluating facts or evidence obtained from various sources using Department policies or procedures and in compliance with ABC laws, rules, and regulations.

20% Research non-retail licensure inquiries regarding the application of the law, regulatory provisions, policies, and procedures, and provide responses to new applicants and existing licensees. Assist in the development and maintenance of protocol regarding non-retail licensing inquiries and investigations.

Provide expertise and guidance to potential applicants and existing licensees regarding available license types, privileges and limitations of various licenses, tied-house restrictions, the application process, changes in their business operation, additional privileges and/or license types that may impact their current license, and statutory changes that affect their current business operations.

Advise and inform applicants and other stakeholders about ABC laws, rules, and regulations, as well as Department procedures, policies, and license privileges, through the use of the ABC Act, policy manuals and other Department resources. Such communication is conducted in person, through written correspondence or by telephone conversations.

15% Participate in pilot programs and other initiatives intended to measure the effectiveness of new licensing strategies. Document and communicate the findings. Provide feedback on training materials and implementation plans related to new licensing strategies.

10% Review and input new applications into departmental data base (ABIS) to ensure information is logged, accessible by others, and to allow for further processing. Calculate and collect application fees in accordance with departmental policies. Create posting notice and generate post application documents from departmental data base to provide to the applicants. Conduct entering applications for mass transfers.

5% Operate motor vehicle to conduct premises and posting notice inspections to ensure compliance with ABC laws, regulations and license privileges. Inspections include but are not limited to, verifying premises expansions/reductions, measuring distances between residents/ consideration points and premises, contacting residents and consideration points, inspecting interior/exterior of premises, speaking with protestant(s), and investigating protest issues.

5% Attend administrative hearings and testify to facts and recommendations of applications and/or condition modifications, using professional courtroom standards and procedures.

MARGINAL DUTIES

5% Conduct training regarding ABC licensing, policies, and procedures to various stakeholders, including local government personnel (planning departments, etc.), local citizens groups, chamber of commerce members, and other interested parties.

Supervisory Responsibilities

This job has no 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.

While performing the duties of this job, the employee is routinely exposed to outdoor weather conditions. 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 the surrounding community which includes nearby residences, businesses, schools, hospitals, non-profit youth facilities, 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 routinely required to stand; walk; reach with hands and arms; climb or balance, stoop, and kneel; and occasionally 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 the 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; 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 affirmative action 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 routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

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 database software.

Knowledge and Abilities, Etc.

Knowledge of: laws, rules, and regulations relative to alcoholic beverage licensing in the State of California; interviewing techniques; administrative processes; common types of business structures in California; the purpose, organization, and activities of governmental agencies; rules of evidence and administrative hearings; inspection techniques and procedures; real estate, business opportunities transactions and escrows; service of legal processes; and the Civil Code of Procedures.

Ability to: work with others using courtesy and tact; take direction; read comprehensively; prepare correspondence and technical reports; gather and analyze facts and draw sound conclusions; communicate effectively; make appropriate recommendations; operate standard office equipment, including computers; give direction/instruction to others encountered in the work setting; perform basic mathematical calculations; interpret and apply laws and regulations; provide technical assistance to others; appear as a witness at administrative proceedings; conduct complex and difficult investigations; act in a lead capacity; and make public presentations.

Special personal characteristics: firmness; courtesy; tact; neat personal appearance; keenness of observation; aptitude for investigative work; willingness as a learner to do routine or detailed work in order to learn the practical application of investigative principles; maturity; poise; reliability; satisfactory record as a law-abiding citizen; and demonstrated capacity for development as evidenced by work history, academic attainment, participation in school or other activities, or by well-defined occupational or vocational interests.