



Position Vacancy

RFP #25-031-02

Position: Licensing Coordinator
Department: Mayor's Office
Salary Range: M-7: \$69,548.44 – \$78,322.92
Schedule: Monday, Wednesday & Thursday 8:30 a.m. to 5:00 p.m.
Tuesday 8:30 a.m. to 7:00 p.m.
Friday 8:30 a.m. to 12:30 p.m.
Hours per week: 37.5

The City of Framingham is currently a 100% onsite work environment.

- Position will remain open until filled. Priority will be given to those who apply withing the first 21 days.
- Framingham City Hall (The Memorial Building) is located at 150 Concord Street, in downtown Framingham, and is accessible by the [MBTA Commuter Rail](#) and the [MWRTA](#)
- The City of Framingham offers a robust benefits package and is an eligible employer for the [Federal Student Aid Public Service Loan Forgiveness Program](#).
- We seek to hire a candidate who shares our commitment to Framingham and values civility, collegiality and working in a coordinated team environment to serve the City of Framingham.

Position Purpose:

Performs administrative and management related functions for the Mayor's Office, issuing and processing new licenses/permits and renewals for those issued by the Board of License Commissioners and/or City Council. Performs all other related work as required.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Serves as the primary point of contact for internal and external customers related to licensing information.
2. Serves as the Public Records Access Officer for all licensing requests.
3. Serves as the Administrator for the City's Marijuana Advisory Team.
4. Is responsible for a range of administrative and management services related to the processing, issuing, and tracking of licenses/permits under which the Mayor's Office, Board of License Commissioners, and/or City Council have authority.
5. Reviews and responds to incoming mail/email/telephone/walk-in inquiries pertaining to licensing and permits.
6. Maintains an accurate filing system for all license-related documents.
7. Is responsible for coordinating and ensuring all appropriate departmental input, review, inspections, and approval of application information is obtained prior to issuing final licenses/permits.
8. Collects, verifies, and manages fees, proof of insurance and required bonds prior to the issuance of license and permits.
9. Reviews applications for completion and accuracy in order to place legal advertisements.
10. Prepares license applications for City Council meeting packets.
11. Manages and schedules licensing/permit hearings before the Board of License Commissioners.
12. Attends and prepares agenda for bi-weekly Board of Licensing Commissioner's meetings.

13. Attends City Council meetings as necessary and presents license and hearing information.
14. Issues license/permits when City or State approval is received.
15. Compiles and processes utility company documentation for conduit, location of poles, gas lines and underground storage flammable licenses.
16. Attends ABCC and State Licensing training seminars.
17. Handles confidential and sensitive information and works directly with City Solicitor on legal matters related to licensing.
18. Increasingly leverages available and/or new technology and manages a continuous effort to improve operations, decrease turnaround times, streamline processes and paperwork, to provide quality seamless customer service to the business community.
19. Assists with the overall functions of the Mayor's Office providing information to the public.
20. Participates in special projects and other duties as assigned by the Mayor's Office.
21. Performs similar or related work as required, directed or as the situation dictates.

Qualifications:

- Education, Training, and Experience:
 - Bachelor's Degree in Business Administration or related field.
 - Five (5) years' minimum of relevant experience preferred.
- Knowledge of:
 - Working knowledge of applicable state licensing regulations for categories of licenses issued by the Board of License Commissioners and City Council.
 - Knowledge of department office procedures, and City government operations.
 - Working knowledge of personal computer and office software (Microsoft Office and spreadsheet applications).
- Ability to:
 - Ability to exercise sound judgment, tact, diplomacy and maintain confidentiality.
 - Ability to manage multiple tasks in a detailed and effective manner.
 - Ability to deal tactfully with members of the public.
- Skills:
 - Excellent customer service skills.
 - Excellent written and verbal communication skills.
 - Strong interpersonal and organizational skills.
 - Proficient skill in the use of computers and software (database and permitting and licensing software ACELLA), Laserfiche, and Granicus.

An equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job may be accepted.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

While performing the duties of this job, the employee is frequently required to work at a desk; regularly convey information to employees and the public; regularly move about inside the office to access file cabinets and office machinery. The employee must occasionally lift and/or move objects weighing up to 10 pounds, such as supplies, folders, and books. Certain tasks require the ability to view computer screens for extended periods of time.

Supervision Required:

The Licensing Coordinator performs highly responsible functions of moderate complexity within the guidelines of established procedures. Work is performed under the direction of the Mayor and Chief Operating Officer.

Supervisory Responsibility:

The Licensing Coordinator has no supervisory responsibility.

Work Environment:

- Work is performed under typical office conditions; the noise level is moderate.

- Operates computer, telephone, facsimile machine, copier, calculator, and other standard office equipment.
- Employee has frequent contact with the general public, City departments, City Solicitor, City Council, Board of License Commissioners and State and Federal agencies. Contacts are in person, by telephone, and by email and involve an information exchange dialogue.
- Has access to some department-related confidential information.
- Errors could result in delays or loss of service, adverse public relations and have legal and/or financial repercussions for the City.

Occupational Risk:

Duties generally do not present occupational risks to the employee.

The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham. In doing so, Framingham strives for a city culture and environment that fosters a true sense of belonging for all, provides opportunity for everyone to participate equally and fully in the city, their communities and neighborhoods in ways that helps to develop each individual's capacity to confidently and competently engage within and across difference. Given an evolving national context and the richness in the demographic and linguistic profile of our city, the City of Framingham has made a significant commitment to addressing and enhancing its community climate, culture and multiplicity of service capabilities as a city.

Please visit our website:

www.framinghamma.gov/jobs

The City of Framingham is an Affirmative Action Equal Opportunity Employer.