



CLASS TITLE | LICENSE OPERATIONS COORDINATOR

PAY GRADE: OT-18 | www.cityoftulsa.org/pay

Effective Date: 03/19/2025

CLASS CODE: 6575

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for ensuring compliance and enforcement of City ordinances and State laws related to licenses, manage the collection of license related revenue; preparation of summary activity reports, assists with documenting procedural duties related to licensing functions; and performs other related assigned duties.

ESSENTIAL TASKS:

- Calculates, collects, distributes and tracks license center revenue
- Investigates, analyzes, processes, and issues business licenses
- Advises applicants on City ordinances related to licensing as well as the use of the self-service license portal
- Meets with licensee groups and outside agencies to ensure awareness and understanding of license ordinances
- Assists with investigating and resolving citizen complaints
- Assists with documentation of procedures and processes
- Prepares and provides license processing and collection reports regularly to management
- Provides reports and coordinates work with external agencies and citizen groups
- Assists in the processing of collections on accounts with insufficient funds (NSF) and past due accounts
- Assists and coordinates work with other City departments involved in the licensing process
- Assists colleagues in the Citizen Service and License Center in the performance of their duties and resolution of related problems
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet one of the following criteria:

1. (a) Graduation from high school or possession of a General Educational Development (GED) Certificate; **and,**
(b) Five (5) years of experience relevant to the essential tasks listed on this job description; **including,**
(c) One (1) year of public facing job experience, **and,**
(d) One (1) year of cash handling experience;

Or,



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2. (a) Completion of sixty (60) hours from an accredited college or university; **and**,
(b) Three (3) years of experience relevant to the essential tasks listed in this job description; **including**,
(c) One (1) year of public facing job experience; **and**,
(d) One (1) year of cash handling experience

Knowledge, Abilities and Skills:

Knowledge of:

- Computer system applications
- Basic knowledge of public administration principles
- Good knowledge of ordinances, laws, regulations and policies governing the City of Tulsa license center

Ability to:

- Maintain detailed financial records
- Courteously and tactfully communicate with fellow workers, supervisors, other members of the organization, and the public in giving and receiving information

Skill in:

- Strong PC skills to include word processing and spreadsheet applications

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard, 10-key, and telephone; occasional lifting and carrying up to 20 pounds; may be subject to walking, sitting, reaching, and handling; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting with some outdoor inspections of outdoor sellers. Occasional overtime may be required.

EEO Code: N-05

Group: Fiscal

Series: Financial Management