

**STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION**

**LICENSE /PERMIT PROGRAM ASSOCIATE (A, B)**

**I. INTRODUCTION**

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future paraprofessional positions that provide the full range of license and /or permit support functions for a work unit or specialized program area(s). This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future; rather, it is designed to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses paraprofessional positions that perform the full range of license and/or permit support functions for a work unit or specialized program area(s). Duties include performing a variety of assistance on license and/or permit requirements and having extensive contact with patrons, industry representatives and other government agencies regarding license/permit program guidelines. Positions may provide support to professional program staff in the area of compliance (e.g., identification of product/policy violations, issue investigation cases, etc.). Positions may also be involved in the preparation or presentation of training sessions on license/permit program topics.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions that meet the statutory definitions of confidential, supervisor and/or management as defined in s. 111.81(7), (19) and (13), Wis. Stats. and as interpreted by the Wisconsin Employment Relations Commission.
2. Positions that perform more general paraprofessional support duties not related to a licensing program for a majority of time (more than 50%) and are more appropriately classified as Operations Program Associate.

3. Positions that perform routine or complex general office or program support functions for a majority of time (more than 50%) and are more appropriately classified as Office Associate or Office Operations Associate.
4. Positions that perform professional duties as defined in s. 111.81(15), Wis. Stats., for the majority of time (more than 50%) that include the full scope and accountability of a complex program area.
5. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions within this classification by competition.

E. Terminology Used in This Classification Specification

Paraprofessional: Work that is similar to professional work but does not have the breadth and depth of true professional work. A paraprofessional employee may perform duties that are a narrow, specialized subset of the professional employee's duties. A paraprofessional employee does not perform the full range of duties assigned to professional employees, or performs duties of lesser scope, impact, and complexity than duties assigned to professional employees. Paraprofessional duties tend to support the work of professional employees. A paraprofessional employee may carry out or implement plans or projects that are developed, planned, and managed by professional employees. The paraprofessional employee carries out or implements plans or projects based on extensive experience and supplemental on-the-job training rather than on formal academic education in the discipline itself. Paraprofessional work is performed in a narrow or highly specialized area of the overall occupation and requires a high degree of practical knowledge and skill. The experienced paraprofessional employee often works with considerable independence for significant periods of time. This independence, however, does not alter the nature and character of the work, which is to support a professional discipline.

Professional: Wisconsin statute s. 111.81(15) states, "Professional employee means: (a) Any employee in the classified service who is engaged in work: 1. predominantly intellectual and varied in character as opposed to routine mental, manual, mechanical or physical work; 2. Involving the consistent exercise of discretion and judgment in its performance; 3. Of such a character that the output produced or the result accomplished cannot be standardized in relation to a given period of time; 4. Requiring knowledge of an advanced type in a field of science or learning customarily acquired by a prolonged course of specialized intellectual instruction and study in an institution of higher learning or a hospital, as distinguished from a general academic education or from an apprenticeship or from training in the performance of routine mental, manual or physical processes; or (b) Any employee in the classified service who: 1. Has completed the courses of specialized intellectual instruction and study described in par. (a)(4); and 2. Is performing related work under the supervision of a professional person to qualify to become a professional employee as defined in par. (a)."

Professional work cannot be standardized or routinized and requires independent judgment and discretion. Professional work involves many gray areas that require substantial analysis and judgment to reach the appropriate conclusion. Work classified as professional requires education and training in the principles, concepts, and theories of the occupational area. These are often gained through the completion of a four-year degree in a specified curriculum at a college or

university. In a limited number of circumstances, such knowledge may be gained through on-the-job experience.

Professional work requires creativity, analysis, evaluation, and interpretation. It involves applying or interpreting natural law, principles, or theory; evaluating the research of others; and assessing the need for and validity of proposed changes and improvements in procedures and methods. Professional responsibility involves the ability to reason from existing knowledge to unexplored areas; to adapt methods to circumstances that deviate from the standards; and to stay abreast of and evaluate technical subjects, analyses, and proposals.

Professional work requires a high order of analytical ability combined with a comprehensive knowledge of (1) the functions, processes, theories, and principles of the occupational area; and (2) the methods used to gather, analyze, and evaluate information.

## II. DEFINITIONS

### LICENSE/PERMIT PROGRAM ASSOCIATE

Positions perform the full range of paraprofessional license and/or permit support functions for a work unit or specialized program area(s) under general supervision. Responsibilities are administrative license and/or permit review activities (e.g., review applications for accuracy, fee processing, and tracking). Positions research statutory language, rules, or policies pertaining to the program area; approve, deny, renew, or revoke applicant licenses and/or permits; and develop program reports. Positions in this classification have extensive contact with patrons, industry representatives and other government agencies regarding license and/or permit program guidelines. Positions provide support to professional program staff in the area of compliance (e.g., identification of product/policy violations, administrative rule violations, issue investigation cases, inspections, etc.). Positions may be involved in the preparation or presentation of training sessions on license/permit program topics. Positions may also be responsible for electronic license/permit programs to aid in issuing licenses/permits. Positions utilizing an electronic licensing or permitting application must be intricately involved in statutory interpretations and the full scope of these functions to be classified in this classification.

#### Representative Positions:

Department of Agriculture, Trade, and Consumer Protection – Licensing Coordinator; Division of Food Safety: This position is responsible for program facilitation in the issuance of dairy farm licenses and maintenance of Grade A and B permit records. Work includes responding to questions from dairy plant personnel, producers, and department staff regarding laws, rules, and reports; receiving and reviewing applications for new Grade A or B producers applying for permits and resolving application discrepancies; and issuing permits or licenses, including conditional licenses. Positions analyze patron history records to determine validity of warning or suspension letters and issue accordingly, and review reports from plants and laboratories for compliance and completeness. Positions assist in the analysis and development of new rules and changes in program activities, provide informational assistance to users of the Dairy Farm Program, and complete special projects.

Department of Health and Family Services – Lodging/Recreational Licenser/Sanitizer Processor: This position is responsible for reviewing, coordinating and processing applications for licensure; determining if fees are appropriate and information is accurate; contacting facilities to clarify questionable information; determining the accuracy of inspection reports; and preparing licenses and other forms required for issuance of permits. Positions review fees and applications for accuracy for the Food Managers Certification Program; maintain policy and code interpretation electronic files and manuals; prepare and issue renewal forms and bills for licensure. They record and track special renewal problems;

coordinate all facility complaints; assist in investigating and determining solutions for difficult licensing situations; and provide support functions for the sanitizer program.

Office of the Commissioner of Insurance: This position is responsible for reviewing and approving or denying agent license applications and analyzing applications and documentation for those applications not meeting statutory requirements. Positions analyze and interpret insurance rules and regulations; review and analyze legal documents; search appropriate databases for violations of insurance regulations; and independently approve or deny agent licenses based on review. They make recommendations to the legal unit on agent application denial or further investigation due to complex legal issues; develop denial letters and advise applicants of action taken and legal recourse. Positions review administrative or criminal disclosures made by licensees; determine independently which disclosures involve potential violations of insurance regulations and recommend further course of action to legal unit; and interpret rules, regulations, policies and procedures for staff, licensees and the public.

Department of Commerce, Safety and Buildings Division – Building Plan Review Associate: This position is responsible for the initial review of building/building systems plans, application materials, material approval requests, petition for variance requests, and other materials related to the building/building systems plan review process. This application process is required in order to enable construction activity to progress. The position is responsible for determining compliance with the appropriate application submittal requirements; determining that appropriate and accurate information has been submitted by applying the appropriate administrative code criteria; analyzing the need for complete review of plans and scheduling the appropriate amount of time based on the nature of the project. Positions provide pre-approval for specific components of the building/building systems plan review process; issue sanitary permits and permits to start construction in appropriate situations; and track all activities associated with these processes. The position responds to requests for information concerning rules and regulations, code requirements, tracking application information, and procedures, and resolves problems related to the submittal and/or application process.

### **III. QUALIFICATIONS**

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed, and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

### **IV. ADMINISTRATIVE INFORMATION**

This classification series was created effective July 24, 2005, and announced in Bulletin OSER-0071-MRS-SC as a result of the Administrative Support Unit Survey for some positions formerly classified in the Program Assistant series.

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