



OKLAHOMA DEPARTMENT OF WILDLIFE CONSERVATION

JOB DESCRIPTION

Job Title: LICENSE ASSISTANT	Grade: 9
Division: ADMINISTRATION	Job Code: 6288
Reports To: License Supervisor	FLSA Status: Non-Exempt

SUMMARY OF ESSENTIAL JOB DUTIES: Under the general supervision of the License Section Supervisor, conducts day-to-day operations of License Section. Responsible for all non-federal monies ODWC receives, as well as provides support for customers and ODWC personnel pertaining to license regulations and processes. Approves and processes all license orders and commercial permits, most of which arrive in the mail. Constitutes frontline call support for all online sales, controlled hunts, landowner antelope, tribal compacts, and serves as the operator for the Department's phone menu system. Processes all Game Warden payments for administrative fines and temporary licenses, as well as maintain warden inventory and process orders for fine and license books. Greets every guest to the building, from customers to employees, and allows clearance through the lobby via a security door. Assists window customers with license applications and/or questions. Answer and routes incoming phone calls. Daily tasks are often high volume and require a high degree of accuracy.

JOB DUTIES:

Answer and route incoming phone calls. Be familiar with hunting and fishing regulations.

Issue all commercial licenses, special permits, and lifetime licenses, and record serial numbers.

Distribute licenses, publications, waterfowl stamps, and habitat caps and patches to the general public as sales are made.

Fill license dealer orders.

Verify and balance payments from license dealers. Balance all dealer payments for deposit daily.

Perform data entry for license sales. Maintain license dealer files.

Answer correspondence received by mail regarding licenses, waterfowl stamps, habitat caps and patches.

As tenure increases, may serve as mentor in training less experienced co-workers.

May be required to perform other duties as assigned by License Section Supervisor.

Job requires a high degree of accuracy.

Must have the ability to:

- Lift and carry standard office equipment and supplies up to 25 pounds and operate a vehicle.
- Establish and maintain effective working relationships, work independently, and be professional and courteous with the public, employees, and other agencies.
- Communicate clearly and effectively in public speaking situations and be able to express oneself clearly and concisely in writing.
- Use personal computer and various office equipment. Should be proficient in Microsoft Word, Excel, PowerPoint, and have an overall understanding of internet based computer applications.
- May be required to occasionally work extended hours and weekends.
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Requirements:

Education: High school diploma or its equivalent. Prefer two years of data entry, bookkeeping or related experience.

Experience: Requires two years related experience.

Knowledge and Skills: Must be able to operate the following equipment: calculator, validating machine, copy machine, telephone, laminating machine, and personal computer. 10-key by touch is preferred. Must have a working knowledge of word processing and Excel.