

STATE OF WISCONSIN  
CLASSIFICATION SPECIFICATION

LICENSE /PERMIT PROGRAM ASSOCIATE  
CLASSIFICATION SERIES

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). Positions license individual people, businesses or facilities. 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 also provide background review services for agencies. 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 Sec. 370.030 of the Wisconsin Human Resources Handbook Chapter, 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 series by competition. Progression to the senior level may occur through reclassification as the employee satisfactorily attains the specified training and experience to independently perform the full scope of duties identified at the senior level.

Positions designated as leadworker require competition.

E. Terminology Used in This Classification Specification

Background Investigation: Verification of criminal history, education, employment history and other activities that happened in the past in order to confirm validity and eligibility for permit or licensure. Can include Federal Bureau of Investigation (FBI) background and Federal Criminal Justice Information System (CJIS), fingerprinting and other state and federal agency information searches.

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: See the definition of "professional" provided in Sec. 370.030 of the Wisconsin Human Resources Handbook (Chapter 370) for the definition of this term as it is intended to be used throughout this classification specification.

## II. DEFINITIONS

### LICENSE/PERMIT PROGRAM ASSOCIATE

This is the entry level for positions that perform work similar to that described at the senior level, with the emphasis placed on learning State Statutes, Administrative Code, and licensing requirements specific to the program or program areas assigned and policy and procedures for licensing activities. Positions work under guidance of senior level staff and perform more routine activities. Work is performed under close progressing to general supervision.

This level can be used as an objective level for positions that do not perform the full range of duties identified at the senior level or perform the duties on a significantly smaller scale. As an example, if the work unit typically licenses, registers and certifies multiple types of occupations or businesses, an employee at this level may serve fewer than half of those overall assigned occupations or businesses.

### LICENSE/PERMIT PROGRAM ASSOCIATE - SENIOR

This is the objective level for positions performing 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, tracking, etc.) and background investigative activities. 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, legal staff, and other government agencies regarding license and/or permit program guidelines. Positions may administer licensing exams as part of their assigned occupational area(s). 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.). At this level, positions have the full scope of program knowledge to the specifically assigned licensure program and have decision making authority. Positions at this level are expected to develop procedures and job aids related to specific licensing areas of the work unit. 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 Safety and Professional Services – Division of Professional Credential Processing: Positions independently review documents and issue licenses for a diverse range of professions including health and medical related fields, business and professional occupations, trades, and technicians in occupations requiring state licensure to practice in the field and provide services to the public. The use of technology is critical for these positions. Positions work directly with the public in the application and renewal process and providing regulatory information. Applicants may be in state or out of state. Position review documents and applications, criminal background information, and specialty documents related to specific occupational areas. Positions work directly with legal staff and boards as necessary depending on regulations for assigned occupations. Work can range from routine renewals to very complex requirements for high risk occupations such as pharmaceuticals and drug manufacturing.

Department of Health Services – Division of Quality Assurance, Bureau of Assisted Living: Positions are responsible for reviewing pending assisted licensing and certification applications for community-based residential facilities (CBRFs), adult family homes (AFHs), certification of Adult Day Care (ADC) programs

and certification and registration of residential care apartment complexes (RCACs). Positions are responsible for a variety of complex tasks involving the licensure/certification or registration of assisted living communities (licensure/certification/registration for new facilities, changes of ownership, renewals and licensure amendments), providing technical assistance to applicants, existing licensees and the public regarding the initial licensing/certification/registration process, regulations and procedures; monitoring receipt of required license/certification fees (initial/renewal/amendments); reviewing submitted application material for compliance with applicable rules for licensing, certification, or registration; monitoring licensing/certification/registration status; processing licensing letter of transmittal and license/certification/registration certificates; evaluating initial/change of ownership survey data to ensure the accuracy of recommendations for facility licensure; reviewing the caregiver background checks; ensuring that appropriate fees are paid by the assisted living communities; reconciling and verifying monthly statements for the Bureau of Fiscal Services; and data entry, tracking, and accurate report processing of the Adult Program Information System (APIS).

Department of Health Services – Division of Quality Assurance, Bureau of Nursing Home Resident Care:

This position is responsible for the federal Title 18 (Medicare) and Title 19 (Medicaid) certification and state licensure of nursing homes, and intermediate care facilities for the independently intellectually disabled (ICF/IID) in Wisconsin. The position receives and reviews applications for issuing State licensure and recommends federal certification action to Centers for Medicare and Medicaid Services (CMS). The position coordinates with potential health care providers to complete applications for nursing home changes of ownership and then reviews application materials to determine eligibility based on fit and qualified statutory requirements. This position is responsible for processing waiver/variance requests from nursing homes, ICFs/IID, and for developing forfeitures for nursing homes during times of excessive backlog. This position also provides administrative support for various initiatives and committees and participates in updating processes and procedures related to licensing and certification.

Department of Health Services – Division of Quality Assurance, Bureau of Health Services: This position is responsible for Federal Title 18 (Medicare) and Title 19 (Medicaid) certifications and State licensures for hospitals, critical access hospitals (CAHs), psychiatric hospitals, rehabilitation hospitals, ambulatory surgery centers (ASCs), and home health agencies (HHAs) in Wisconsin. The position receives and reviews applications for issuing State licensure and recommends federal certification action to Centers for Medicare and Medicaid Services (CMS).

Department of Health Services – Division of Public Health, Bureau of Environmental and Occupational Health: Positions responsible for providing administrative and program support for the Ionizing Radiation Registration and Inspection Program (Chapter 254.35 Public Health Statutes)). Act as a Primary Administrative Contact (PAC) for OnBase data base; independently coordinates the activities involved in the annual renewal notification for over 4900 registrants of the Ionizing Radiation Machine Sources Program, to meet statutory expiration dates. Reviews new registration applications for technical information. Prepares and processes radiation sources survey reports. Participates in Radiological Emergency Preparedness program activities. Monitors and maintains MQSA Program files.

Office of the Commissioner of Insurance: Positions independently review and approve or deny agent license applications and analyze applications and documentation for those applications not meeting statutory requirements. Positions analyze and interpret insurance rules and regulations; review and analyze legal documents; conduct appropriate background investigations; and independently approve 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. Positions may execute & coordinate complex reviews of licensing situations that cross jurisdictional lines and includes many multi-state reviews. Position may work closely with federal,

state and local law enforcement agencies to gather background information to determine eligibility for licensing. Positions may participate in preparing and presenting evidence in pre-trial investigations or in criminal or civil trials and adjudication hearings. Positions may recommend policies, procedures, and plans that will prevent and detect problematic licensing activities.

Department of Children and Families-Division of Early Care and Education, Bureau of Early Care Regulation (BECR): Positions provides complex paraprofessional administrative and program support for the regional licensing program, the regional licensing chief, and the regional licensing/certification specialists. Duties include the provision and coordination of program support services for license review activities for all child care programs. Positions coordinates and track licensing applications and fees and monitor and track all data generated by the licensing process. Positions monitors and maintain region wide processes and procedures for background checks. Contact with the public is extensive in providing general information to current and potential licensees and other agencies, and in responding to general inquiries. Positions interview complainants; research rule violations; investigate unlicensed complaints, issuing to a licensing specialist for follow up as needed; and assigns complaints to licensing specialists, unless not applicable. Positions research BECR policies as they apply to licensing requirements and procedures. Positions generate both routine and ad hoc reports on all aspects of licensing such as status of complaints and enforcements, licensing specialist caseloads, and demographics of licensees. Positions implement program and system changes to the licensing database as well as recommend improvements and write system reference updates. Incumbents provide technical assistance by identifying potential problem areas to the regional licensing chief and office manager. Positions assist in the training of new licensing staff in BECR policies and procedures and regional internal practices. Positions require independent judgment, decision making, computerized record keeping, tracking, and report processing. Knowledge of state regulations, rules, and licensing procedures is required.

### **LICENSE/PERMIT PROGRAM ASSOCIATE – LEAD**

This is a leadworker level with work performed under general supervision.

The leadworker is responsible for the scheduling of day-to-day activities of the work unit, providing training, guidance and ensuring that the technical standards for each program area is maintained. Leadworkers do not have supervisory authority as defined under s. 111.81(19), Wis. Stats, but do have permanently assigned duties including training, assisting, guiding, assigning and reviewing the work of two or more full-time equivalent classified employees and is documented on the organizational chart.

In addition to performing as a leadworker per definition, positions will serve as the program resource and subject matter expert and have the most complex work requiring the highest level of independent judgement and discretion. Positions perform secondary review of lower level License Permit Program Associate staff and are considered the escalation level for licensing issues.

### **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. The classification was abolished and recreated effective October 12, 2008, and

announced in Bulletin OSER-0225-MRS/SC to remove the A/B pay designations from the title as a result of ASU 2007-2009 bargaining.

This classification was updated effective August 2, 2020 and announced in bulletin DPM-0530-CC/SC after completion of a License Permit Program Associate / Consumer Complain Program personnel management survey. Additional levels were created to better define the work.

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