

TOWN OF LYMAN
JOB DESCRIPTION – BUSINESS LICENSE OFFICIAL

Department	Administration
Position	Business License Official
Status	Full-Time
Reports To	Town Clerk
FLSA Status	Non-Exempt

REGULAR WORK SCHEDULE

Monday–Thursday: 8:30 a.m.–5:00 p.m.

Friday: 8:30 a.m.–4:00 p.m.

The Business License Official may be required to attend training programs, court proceedings, public meetings, or other activities outside normal working hours when necessary to fulfill the responsibilities of the position.

POSITION SUMMARY

Serves as the primary employee responsible for the administration and operation of the Town's business license program under the direct supervision of the Town Clerk. Business license revenue is the Town's second-largest source of revenue, and this position is responsible for the accurate administration, assessment, collection, documentation, reconciliation, and compliance activities associated with that revenue.

Performs professional, technical, administrative, financial, investigative, and fieldwork related to business licensing. Processes new and renewal licenses; reviews gross receipts, classifications, and other business information; conducts research, audits, and investigations; identifies unlicensed, delinquent, underreported, overlooked, or emerging business activity; and coordinates appropriate collection, compliance, and enforcement efforts.

Works closely with Planning and Zoning, Code Enforcement, the Town's third-party building inspection provider, and other Town personnel to coordinate business license compliance associated with development, construction, permitting, inspections, contractors, subcontractors, and other commercial activity.

Provides professional assistance to business owners, contractors, residents, and members of the public and shares responsibility with other designated administrative staff for front-office customer service, assisting visitors at the Town Hall customer service window, and answering the Town's main telephone line.

Work requires a high degree of accuracy, accountability, initiative, independent judgment, sound decision-making, attention to detail, and the ability to interpret and consistently apply applicable laws, ordinances, regulations, policies, and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. BUSINESS LICENSE ADMINISTRATION, REVENUE AND COMPLIANCE

- Manages the day-to-day administration and workload of the Town's business license program under the supervision of the Town Clerk.
- Processes new and renewal business license applications and verifies accuracy, completeness, business classifications, gross receipts, applicable NAICS codes, taxes, fees, and penalties.
- Reviews business activity and financial information to determine applicable licensing requirements and amounts due in accordance with applicable laws, ordinances, regulations, and Town policies.

- Maintains accurate business license accounts and ensures payments, gross receipts, classifications, fees, penalties, and other account information are properly recorded.
- Reconciles business license collections and maintains accurate monthly and annual collection reports and financial records.
- Collects delinquent accounts and prepares renewal notices, assessment letters, delinquency notices, warning notices, and other compliance correspondence.
- Investigates and documents unlicensed, delinquent, underreported, or otherwise non-compliant businesses and coordinates appropriate collection or enforcement action, including referrals to Code Enforcement or preparation of documentation for court proceedings when necessary.
- Conducts audits and reviews business records, gross receipts, tax filings, contracts, and other documentation as necessary to verify licensing requirements and amounts due.
- Investigates requests to close or void business license accounts and verifies that businesses have ceased operations or are otherwise no longer subject to Town licensing requirements.
- Maintains complete and accurate records of licensing activity, collections, correspondence, investigations, enforcement, and follow-up.
- Maintains business license records and procedures in an organized manner that allows designated Town personnel to provide routine licensing assistance and continuity of service when the Business License Official is unavailable.

2. REVENUE DISCOVERY AND BUSINESS RESEARCH

- Proactively researches business activity within the Town to identify businesses, industries, services, property uses, vendors, and other commercial activity that may be subject to business licensing requirements but is not currently licensed or properly reported.
- Conducts targeted compliance research using County property and tax records, Secretary of State records, zoning and permitting information, contractor and subcontractor lists, online resources, databases, field observations, and other available information.
- Researches emerging, overlooked, or changing forms of business activity and applicable licensing requirements and brings significant findings or questions to the Town Clerk or other appropriate Town officials for review.
- Develops and carries out appropriate outreach and compliance efforts for newly identified business activity and establishes accounts so applicable businesses are incorporated into future renewal and compliance processes.
- Periodically compares Town business license records with other available information to identify gaps, inconsistencies, potential underreporting, or unlicensed activity.

3. CONSTRUCTION, CONTRACTOR AND INTERDEPARTMENTAL COMPLIANCE

- Works closely with the Planning and Zoning Administrator, Code Enforcement Official, the Town's third-party building inspection provider, and other Town personnel to coordinate business license compliance associated with development and construction activity.
- Reviews available zoning, permitting, inspection, contractor, subcontractor, and project information to identify businesses performing work within the Town and verify that applicable business license requirements have been satisfied.
- Obtains and reviews contractor and subcontractor lists associated with construction and development projects and follows up with businesses that have not obtained required Town business licenses.
- Coordinates with Code Enforcement regarding businesses, contractors, subcontractors, vendors, and other commercial activity identified through field patrols or inspections.
- Researches project values, contracts, business relationships, gross receipts, and other relevant information when necessary to determine applicable licensing requirements and amounts due.

- Maintains effective communication and coordination among Business Licensing, Planning and Zoning, Code Enforcement, the Town's third-party building inspection provider, and other Town functions whose activities affect business license compliance and revenue collection.

4. PROFESSIONAL RESOURCES, TRAINING AND DEVELOPMENT

- Maintains current knowledge of South Carolina business licensing laws, regulations, practices, and procedures through applicable publications, professional resources, training, and continuing education.
- Utilizes resources available through the Municipal Association of South Carolina and the South Carolina Business Licensing Officials Association, including staff assistance and applicable listserves, to research questions, obtain guidance, and remain current on best practices.
- Seeks clarification from the Town Clerk, Town Attorney, Municipal Association resources, or other appropriate sources when questions arise regarding interpretation or implementation of the Town's business license ordinance or applicable law.
- Participates in the South Carolina Business Licensing Officials Association and attends annual and other applicable business licensing training, accreditation, and professional-development programs designated by the Town.

5. CUSTOMER SERVICE AND SHARED FRONT-OFFICE RESPONSIBILITIES

- Provides professional assistance to business owners, contractors, residents, and members of the public regarding business license applications, renewals, online licensing, payments, taxes, fees, ordinances, and compliance requirements.
- Shares responsibility with other designated administrative staff for the daily operation and coverage of the Town Hall front office/customer service window and the Town's main telephone line.
- Remains attentive to customers entering Town Hall and incoming telephone calls; assists residents and visitors at the front window; receives payments, applications, and other documents as authorized; and routes inquiries to the appropriate department or staff member.
- Responds to routine Town service inquiries and requests, including garbage collection and sanitation questions, service complaints, and other general municipal matters, and coordinates or refers matters to the appropriate Town personnel or service provider.
- Works cooperatively with other administrative staff to provide prompt, professional service and maintain adequate front-office and telephone coverage during normal operations, absences, lunches, breaks, meetings, and high-volume periods.
- Provides administrative support to other Town functions as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of business licensing principles, procedures, revenue collection, compliance, and enforcement practices.
- Knowledge of laws, ordinances, regulations, policies, procedures, business classifications, and NAICS codes applicable to municipal business licensing.
- Knowledge of revenue collection, auditing, account reconciliation, payment processing, and financial controls.
- Ability to independently organize, prioritize, and manage the day-to-day business license workload under the supervision of the Town Clerk.
- Ability to research, interpret, apply, and explain complex regulations and ordinances accurately, consistently, and impartially and to recognize when additional guidance or legal interpretation is necessary.
- Ability to review applications, business records, contracts, gross receipts, and financial information; perform accurate calculations; identify discrepancies; and draw logical conclusions.

- Ability to conduct research, audits, investigations, inspections, and field reviews; identify unlicensed or underreported activity; and develop effective compliance and collection efforts.
- Ability to maintain accurate, organized, and accountable records, databases, spreadsheets, financial reports, and account documentation.
- Ability to prepare professional correspondence, reports, notices, citations, emails, and other written materials.
- Strong verbal and written communication skills and the ability to provide professional customer service, including in difficult or confrontational situations.
- Ability to establish and maintain cooperative working relationships with business owners, contractors, residents, Town officials, coworkers, outside agencies, and service providers.
- Ability to exercise independent judgment, initiative, discretion, and sound decision-making.
- Ability to maintain confidentiality and appropriately handle sensitive business and financial information.
- Ability to manage multiple responsibilities, deadlines, and interruptions while maintaining accuracy and effective customer service.
- Ability to read and interpret maps, charts, databases, property records, business records, and other technical information.
- Proficiency with Microsoft Office Suite; business licensing, financial, payment, database, and records-management systems; and standard office equipment.

MINIMUM QUALIFICATIONS

- High school diploma or equivalent required.
- Experience in business licensing, revenue collection, tax administration, auditing, code compliance, permitting, regulatory enforcement, customer service, or a closely related field.
- Demonstrated ability to perform mathematical calculations, maintain accurate financial and administrative records, conduct research, and use computerized systems.
- An equivalent combination of education, training, and experience demonstrating the knowledge, skills, and abilities necessary to perform the position may be considered.
- Valid driver's license and acceptable driving record required.

PREFERRED QUALIFICATIONS

- Experience working in a municipal or governmental environment.
- Experience with business licensing, tax or revenue collection, auditing, code enforcement, permitting, or regulatory compliance.
- Experience using business licensing, permitting, financial, records-management, or online payment systems.
- Knowledge of NAICS classifications and municipal business license practices.
- Experience conducting field investigations, business audits, compliance research, or revenue-discovery projects.
- Accreditation in Business Licensing (ABL), Masters in Business Licensing (MBL), or other applicable business licensing certification is preferred but not required at the time of hire.

WORKING CONDITIONS

Work is performed in both office and field environments. Regular interaction with business owners, contractors, residents, Town personnel, Town officials, outside agencies, and members of the public is required. Fieldwork may require travel throughout the Town, visits to businesses, construction sites, or other locations, and interaction with individuals regarding licensing or compliance matters.

The position may require attendance at public meetings, training programs, court proceedings, or other activities outside normal working hours as necessary. The employee must utilize appropriate practices to maintain personal and public safety while performing assigned duties.

ADDITIONAL REQUIREMENTS

- Must maintain confidentiality regarding sensitive business, financial, legal, personnel, and enforcement matters.
- Must be able to meet statutory, legal, financial, and administrative deadlines reliably.
- Must obtain and maintain training, accreditation, or certifications required or designated by the Town.

OTHER DUTIES

Performs other duties as assigned.

DISCLAIMER

This job description is intended to describe the general nature and level of work performed by the Business License Official. It is not intended to constitute an exhaustive list of every responsibility, duty, or qualification associated with the position. Duties may be modified or assigned based upon the operational needs of the Town.

The Town of Lyman is an Equal Opportunity Employer.

ACKNOWLEDGMENT

I acknowledge receipt of this job description and understand the duties and responsibilities of the Business License Official position.

Employee Signature	Date