



**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

All state, city and federal laws, rules, and regulations and RSAs governing or relating to licensing programs and activities.

Record keeping, report preparation, filing methods, and records management techniques.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Standard business arithmetic, including percentages and decimals.

Applicable state, federal, and local laws, rules, and regulations.

Computer applications related to the work.

**Skill in:**

Communicating effectively, both orally and in writing, with a variety of people.

Analyzing and evaluating program plans, policies, and activities.

Developing work plans, goals, and strategies to accomplish work activities.

Making oral presentations before groups of people.

Using tact, discretion, initiative, and independent judgment according to professional principles.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Using a computer to accurately and rapidly enter and retrieve data and information.

Preparing clear and concise reports, correspondence, and other written materials.

**Mental and Physical Abilities to:**

Establish and maintain effective working relationships with staff, service providers, advisory boards, officials, community leaders, clients, and the general public.

Perform duties while sitting at a desk or table or while intermittently sitting, standing, stooping, walking, bending, or crouching.

**Working Conditions:**

Work is performed in an office, outdoors, and at inspection sites.

The employee may be exposed to noise, dust, dirt, and cold or inclement weather.