

## Regulatory Program Specialist

FLSA Status: Covered  
Bargaining Unit: District Council of Trade Unions (DCTU)

### General Summary

Positions in this class are responsible for administering smaller regulatory programs, including developing and conducting operational functions and tasks, designing and implementing administrative tracking and reporting of activities and budget, and directly participating in program policy development. Positions in this class plan and coordinate administrative and staff functions for the various programs in the regulatory program section; administer specific program elements for larger regulatory programs; and provide budget administration and coordination on a department level for regulatory program administrators responsible for regulatory programs such as special events and film/video, towing contracts, taxicab and limited passenger transportation, liquor licenses, amusement devices, social games, second hand dealers, and pay-and-park facilities. Duties are dependent upon program functions and responsibilities, bureau director and program administrator directions, business cycles, administrative schedules, diversity and workplace matters, process improvement functions, and day-to-day priorities. Duties may also include responsibility for operations and policy recommendations for all bureau regulatory programs.

### Regulatory Program Specialist - 30000189

#### Distinguishing Characteristics

This classification functions as a regulatory program specialist for the regulatory section, specific and multiple regulatory program areas. The classification differs from Revenue and Tax Specialist by its in-depth knowledge of regulatory program administration, specific knowledge of regulatory program functions, process improvement, and administrative services, and by the skills and abilities needed to perform small regulatory program administration, administrative functions and program coordination involved with budgeting, revenue collection, section support duties, lead or project management duties, diversity and workplace functions, and program planning, administration, enforcement, and evaluation. This classification differs from Regulatory Program Administrator in that it directly participates in program development but does not authorize policy changes to existing programs and performs specific program functions and duties for larger programs, but does not have full authority for those programs.

## **Typical Duties/Examples of Work**

1. Administers small regulatory programs including developing processes, designing and implementing tracking and reporting systems and performance measures; creates budget, performs investigative and regulatory functions; and evaluates effectiveness and cost of programs.
2. Performs and coordinates day-to-day regulatory area planning with the bureau director, regulatory program administrators, bureau operations management, and others with responsibility for determining needs and developing strategies; and participates in meetings and workshops with Bureau management, Commissioner's Office liaisons, and/or regulatory review boards.
3. Functions as an administrative and staff support resource to regulatory boards and other designated organizations, and, together with the bureau director, is responsible for board agendas, meetings, staff functions, minutes, or other board matters as may be required.
4. Investigates, reports and recommends action on assigned business regulatory program(s); interprets codes and determines appropriate action; and enforces regulations.
5. Serves as liaison and coordinates with various City and outside agencies and law enforcement regarding assigned regulatory program(s).
6. Assists in preparing citizen and regulatory program cases for board and City Council hearings.
7. Directly participates in developing new regulatory programs including policy, implementation plans, computer system needs, ordinances, budget, and administrative rules; develops components, enhancements and improvements for assigned regulatory programs(s) using accepted process improvement practices; performs program research and analysis.
8. Supports Regulatory Program Administrators by performing specific program administrative and operational functions of the larger programs, such as: reviewing, approving or denying applications for permits; auditing contract performance; evaluating the effectiveness and cost of programs; conducting vehicle and equipment inspections; performing criminal and driver record checks and evaluations; or assisting in the investigation and adjudication of complaints.
9. Plans and coordinates section and program area scheduling, such as permit renewal activities and tracking regulatory program projects, and develops day-to-day work plans and schedules.
10. Serves as the Regulatory Section Bureau senior management team representative; brings regulatory issues to the Bureau senior management team; and acts as a voting member for the regulatory section.

11. Develops, implements, coordinates and performs budget and performance measurement reporting for matters such as periodic tracking and reporting of revenue and program performance for the Office of Management and Finance, and provides special reports as requested.
12. Manages regulatory section process and program improvement functions and works closely with the regulatory program administrators, director, and administrative service manager in establishing performance measures, process improvement projects and in diversity and workplace initiatives.
13. Coordinates and performs program research and planning functions, such as researching business activities, industry requirements, practices of other jurisdictions; and, with the bureau director and program administrator(s), compiles findings, recommendations, and implementation plans.
14. Manages regulatory section record keeping and tracking system activities by coordinating and maintaining multiple databases and tracking systems regarding regulated business activities, complaints, permit status and infractions, applications, renewals, and performance measures.
15. Acts as the regulatory section's first contact to answer questions regarding general program information, requirements, processes, or forms; provides general and specific program information to other sections and Bureaus; and serves as a resource to front desk and other persons.
16. Facilitates liaison functions with City Council members and their staffs, other Bureau managers and staff, Board and regulatory industry representatives, and various other boards and their officers and members and the general public; provides information and reports as requested.
17. Performs related duties as assigned.

### **Required Knowledge, Skills and Abilities**

Knowledge of: regulatory administration, contract administration and accounting; City and County business license, multiple jurisdiction regulatory codes, policies, laws, procedures, rules, and terminology; City and Bureau policies and practices regarding nondiscrimination and diversity; and Bureau functions and procedures.

Ability to: establish and maintain effective interpersonal relationships with a diversity of others; exercise tact, diplomacy and persuasion; diffuse and resolve difficult situations; understand and apply budget and program management methods; write reports and correspondence; collect, track, and compile data; manage projects and administer contracts; plan for seasonal workload shifts and special projects; apply process improvement and electronic office administration technology and methods to workflow, records management and internet functions as well as workplace matters; work with programmer to design, test, and implement applications used to track program information; continue gaining knowledge and skills and keep up on regulatory program administrative and

industry developments; function in self directed, fast-paced, multiple program environment; prepare documentation for public hearings and board meetings; manage multiple program caseloads; develop program revenue and expenditure projections; interpret and apply legal, administrative, and financial guidelines and codes; assist in planning and conducting program specific interviews, research and investigation to help resolve business, public, and other complaints and concerns; prepare and make effective oral and written presentations; develop effective program management measures; be sensitive and responsive to persons with diverse backgrounds and disabilities; develop and maintain effective working relationships with Board staff, other employees, City officials, representatives of outside agencies, businesses, and the general public in compliance with the City's diversity, development and multicultural initiatives.

Skill in: using office suite software including word processing, spreadsheet, database and scheduling/emails applications; using the Internet for research.

### **Special Requirements**

Valid drivers license; vehicle insurance; safe driving record.

### **Classification History:**

Adopted: 09-10-03

Created as part of the Bureau of Licenses Classification and Compensation Study 2-02 to 7-03

June 2009 - Change Job Class number from 2221 to 30000189, due to system change.

## **Working Conditions**

Work in this class is typically is performed in an office environment. Incumbents may be exposed to angry and hostile visitors, callers, and other persons.