

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
LICENSING ASSISTANT

DEFINITION

Under general supervision, performs quasi-technical work in accepting, reviewing and processing applications for racing and gaming licenses; computes, verifies and reports on various financial transactions related to race track or casino operations; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Assists applicants in completing forms required for racing and gaming license; reviews forms in detail and refers applicants with inappropriate written responses to a Gaming Representative.

Reviews license applications for riverboat/race track gaming licenses for completeness and accuracy against departmental guidelines and provisions of the Iowa Code; verifies the existence of appropriate documentation pertinent to the application; performs initial background searches by querying financial reports, criminal records, IRS reports, credit bureau reports and other pertinent reports prior to reporting findings to a Special Agent or Public Safety Police Officer in the Gaming Enforcement Unit.

Enters applicable data from forms into computer to generate a camera-ready photo I.D. card; takes applicant's photograph and makes card; fingerprints applicants for original licenses and collects fingerprint and license fees.

Maintains caution and probation list, unlicensed owners, trainers and jockeys list, license applications, card files, financial reports and confidential background data.

Checks daily racing program for unlicensed owners, trainers and jockeys; reports those not licensed to appropriate state and track personnel.

Computes track/boat attendance, handle, purses, pools, take-out, breakage, carry-over, payout, etc. and verifies with track/boat reports; verifies deposits to trustee bank accounts and prepares daily and weekly financial summary reports.

Reconciles daily reports to cash drawer; obtains money order and mails with reports to central office; prepares and transmits data by modem to the central office.

Provides specialized and general clerical support to staff.

COMPETENCIES REQUIRED

Knowledge of business arithmetic including addition, subtraction, multiplication and division, percentages and fractions.

Ability to interact with visitors, clients, staff and the general public in a non-abrasive manner under pressure.

Ability to interpret and apply departmental rules and regulations.

Ability to maintain and compile records and reports.

Ability to operate and develop skill in the use of office machines.

Ability to work independently.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest and unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

The equivalent of three years of full-time general office, accounting, clerical, retail or closely related work experience of which one year involved direct and regular contact with the public;

OR

the satisfactory completion of post high school course work in an accredited secretarial, business or closely related program may be substituted for the required experience on the basis that one month of education is equivalent to two months of experience.

NECESSARY SPECIAL REQUIREMENTS

Persons offered employment by the Department of Inspections and Appeals must undergo a background investigation to obtain licensure. Licensure is necessary for permanent employment.

Persons offered employment by the Department of Public Safety must undergo a background investigation prior to being employed.

Effective Date: 5/95 JH