

# #32980 - SUPERVISOR II - External

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## LICENSING SUPERVISOR(Job Id 32980)

**Location:** US:NH:CONCORD

**Category:** PROFESSIONAL &  
MANAGERIAL

**Employment Type:**

**Post Date:** 09/01/2023

**Close Date:** 09/29/2023

**Salary:** 48,555.000-  
57,115.500 USD

## Description

State of New Hampshire Job Posting

Office of Professional Licensure and Certification

Division of Licensing and Board Administration

7 Eagle Square, Concord NH 03301

LICENSING SUPERVISOR

Supervisor II

Labor Grade 21

Position # 44783

The State of New Hampshire, Office of Professional Licensure and Certification, Division of Licensing and Board Administration has a full-time vacancy for a Licensing Supervisor / Supervisor II.

### Summary:

Performs supervisory and management functions in the review and administration of initial and renewal licensing procedures ranging from low to high complexity for multiple, diverse boards, working within the Bureau of Licensing at the Office of Professional Licensure and Certification (OPLC). Ensures that federal and state regulations and policies are implemented correctly.

### MINIMUM QUALIFICATIONS:

**Education:** Bachelor's degree from a recognized college or university. Each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Three years of experience in public or business administration or a related field, plus two years of supervisory experience in any occupational area. If related to the program area, the supervisory experience will count as part of the three years' total experience. Each additional year of approved work experience may be substituted for one year of required formal education.

**License/Certification:** None required.

**RECOMMENDED WORK TRAITS:** Considerable knowledge of New Hampshire laws pertaining to specific program(s) supervised. Knowledge of individual and group behavior. Knowledge of current literature in the field appropriate to the field of employment. Ability to plan, supervise, coordinate and direct the work of others. Ability to evaluate situations. Ability to communicate effectively orally and in writing. Ability to establish and maintain effective working relationships with co-workers, governmental agencies and the public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

### YOUR EXPERIENCE COUNTS

Under a recent change to the rules, an applicant's relevant experience now counts towards formal education degrees referenced in

the posting! *See Per 405.1.*

**18 Months of additional relevant experience = Associate's degree**

**36 Months of additional relevant experience = Bachelor's degree**

**54 Months of additional relevant experience = Master's degree**

**Responsibilities:**

Oversees license processing and compliance control systems and supervises the examination and evaluation of documents submitted to OPLC for review and approval. Audits and reviews work to ensure that all information pertaining to specific professional license requirements is complete and in compliance including, but not limited to, application forms, essays, exam documentation, criminal record checks, transcripts, continuing education (CEUs), references, other state verification letters, and fees.

Achieves, maintains and proficiently applies knowledge and competencies to perform all tasks related to processing applications for initial licenses and renewals in order to provide coverage when needed and mentor and train personnel. Reviews cases, including those escalated by subordinate staff, to determine eligibility and issues licenses/renewals according to State requirements for specific boards within OPLC. Reviews all license denial cases and approves for presentation to the respective boards as appropriate.

Supervises licensing personnel and workflow, to include determining staffing needs, monitoring and assigning workload, conducting performance evaluations, assessing training needs, providing guidance and mentoring, recommending employee hiring or termination, and implementing progressive disciplinary action. Escalates issues to Administrator when appropriate.

Monitors timeframes for license processing with regard to statutory timeframes and makes the necessary adjustments to avoid licenses being issued or renewed without comprehensive review.

Reviews and ensures that information disseminated to the public is accurate and delivered in a timely and professional manner. Explains and interprets laws and agency policies, rules and guidelines specific to assigned boards to licensees, stakeholders, other state agencies, and the public.

Ensures that all applicable rules of confidentiality are followed and that records and documents are properly maintained in accordance with state, federal and agency policies, procedures, and regulations. Ensures that the public has access to all appropriate information.

Under direction of the Bureau Administrator, regularly reviews and frequently revises processes and procedures in response to rule and law changes impacting licensure and the regulation of occupational licenses. Coordinates with staff in other sections, such as those assigned to board administration and information technology, as necessary to make process and system modifications, and develops training for subordinate staff.

Researches and reviews compliance trends and makes recommendations regarding policy changes, rule/law proposals and amendments affecting areas of responsibility.

Supervises and ensures the timely collection of all fees and deposit to the business office.

Compiles, analyzes and interprets data regarding licensure statistics impacting the State's workforce, such as volume and processing timeframes, and prepares ad hoc and planned reports for OPLC leadership to facilitate the development of policy goals and initiatives.

**For further information please contact Ashley Czechowicz, Administrator III.**

**Email: Ashley.R.Czechowicz@opl.nh.gov Telephone: 603-271-2702**

**TOTAL COMPENSATION INFORMATION**

The State of NH total compensation package features an outstanding set of employee benefits, including:

**HMO or POS Medical and Prescription Drug Benefits:**

The actual value of State-paid health benefits is based on the employee's union status, and employee per pay period health benefit contributions will vary depending on the type of plan selected.

**See this link for details on State-paid health benefits:**

Employee Benefits | NH Dept. of Administrative Services

Value of State's share of Employee's Retirement: 13.85% of pay

**Other Benefits:**

- Dental Plan at minimal cost for employees and their families (\$500-\$1800 value)
- Flexible Spending healthcare and childcare reimbursement accounts
- State defined benefit retirement plan and Deferred Compensation 457(b) plan
- Work/life balance flexible schedules, paid holidays and generous leave plan
- \$50,000 state-paid life insurance plus additional low-cost group life insurance
- Incentive-based Wellness Program (ability to earn up to \$500)

**Total Compensation Statement Worksheet:**

Total Compensation Calculator | Human Resources | NH Dept. of Administrative Services

Want the specifics? Explore the Benefits of State Employment on our website:

Human Resources | NH Dept. of Administrative Services

Benefits Summary (nh.gov)

EOE

TDD Access: Relay NH 1-800-735-2964