



Liquor Control Board for Harford County, Maryland

16 North Main Street
Bel Air, Maryland 21014-3780
410-638-3028 / Fax 410-638-4970
www.hclcb.org



GENERAL MANAGER DETAILED JOB DESCRIPTION

NATURE OF WORK

This is a position of an advanced, highly responsible professional level of business administrative and managerial support work for the Liquor Control Board. The General Manager (GM) independently plans and organizes assignments, selecting the appropriate method and procedure for accomplishment of same. The complexity of this position is marked by the multiple roles of the position, i.e., problem-solving, planning, organizing, decision making, the department's organization, mission, and purpose. The GM exercises independent judgment, albeit without deviation from established policy.

The position requires a knowledge of the Alcoholic Beverages and Cannabis (ABC) Article of the Annotated Code of Maryland, modern office practices, procedures, and techniques. Also required is a knowledge of record keeping and inspection duties. The GM must have the ability to explain procedures and policies which are used by the Board, etc. The position carries the responsibility of planning, directing, coordinating and/or supervising a variety of support functions that are essential to the efficient operation of the Liquor Control Board.

The GM must also be able to function as a receptionist, secretary, retirement coordinator and/or an inspector to assist the Board and/or office with any duties that become necessary. The GM has personal contact with and interacts with the Board, Board Attorney, employees, Harford County Delegates, various local and state Agencies, Public Officials, Applicants, License Holders, their Attorneys, community members, etc. The GM works with a considerable degree of independence, subject only to restrictions as set down by the Board's departmental policy. Work is primarily performed in a typical office setting, but can require work outside the office for inspections, meetings, training, etc.

RESPONSIBILITIES & DUTIES

The GM must be familiar with the legislative process and is required to work with the delegation and/or legislative drafters on proposed law changes. As part of that process, the GM's duties include keeping abreast of the Alcoholic Beverage Laws and must be able to provide correct information relative to the obtaining of an alcoholic beverage license, be able to explain the various applications, procedures, qualifications, and eligibility requirements. Additionally, the GM is tasked with researching the Alcoholic Beverages Code/Article, drafting and preparing Rules and Regulations for adoption by the Board and, at times, assists with the drafting of Legislation.

The GM provides information to Board regarding administrative practices, procedures or policies and advises them of applicable laws, rules, or regulations.

DETAILED JOB DESCRIPTION – GENERAL MANAGER

CONTINUED

The GM's duties include interviewing potential applicants for employment, and orientation for new employees. The GM is responsible for locating and coordinating training for the supervising administrative staff and inspectors and the Board. The GM maintains security of all employee records including Retirement, Health Insurance, and Benefits records. The GM acts in the capacity of Human Resources Director and Human Relations Director.

The GM is obligated to attend court appearances as required to testify regarding any issues related to license holders.

On a daily basis, the GM establishes work priorities, exercises independent judgment in making decisions which are based on precedents and/or policy guidelines.

The GM prepares all show/cause and decision letters as needed regarding alleged violations for review by legal counsel. Prepares all agenda items for presentation at the meetings to the Board. Composes correspondence, including the approval of all correspondence to licensees prior to its distribution. The GM also reviews other various correspondence as needed.

The GM coordinates the office calendar regarding appointments, hearings, fines due, suspensions, and all Board meetings.

The GM is required to be familiar with the Per Diem License processes, and reviews all per diem applications and presents them to the Board for approval. Works with administrative staff to process applications, including meeting with applicants as needed, and reviewing of any questionable per diem applications for any further action required by the applicant, (i.e., discussion with the Board and/or Board Attorney and Chief Inspector).

The GM is familiar with and assists with New/Transfer and Supplemental application processes as needed. Provides explanations of the application process and appropriate sections of the laws and Board Rules, answers any questions, and advises the appropriate submission of forms/paperwork necessary to complete the process. The GM works with administrative staff to process application-related paperwork. The GM also meets with applicants as needed, ensuring they understand the process and documentation/forms required to complete them. This includes checking the submitted documentation/forms for completeness and accuracy in their entirety. This process includes review of the information contained in each individual application. These processes often include a review of corporate documents, leases, financial documents, etc. The GM can provide an estimated timeframe to the applicant for the Board's review and approval of the application(s). The GM ensures the administrative staff obtains all required notices, approvals, releases, postings, and hearings are received and/or managed in a timely and efficient manner.

The GM assists with the annual License Renewal process. This includes review of Renewal forms for any necessary changes and ensuring required notices are submitted timely. The GM assists administrative staff in the processing of Renewal applications as needed, including the review of applications to ensure all of the information is accurate and complete, in comparison to existing Board records, and that all required approvals, releases, and payments have been received.

DETAILED JOB DESCRIPTION – GENERAL MANAGER

CONTINUED

The GM must be familiar with the Board's financial and accounting procedures. Assist Board accountant with preparation for and participation in the annual audit; preparation of the annual budget; and review and approve invoices for payment.

The GM functions as purchasing agent for the Board, including being responsible for purchase of all office equipment.

This position may include attending various state meetings and/or training sessions and the need to make presentations on behalf of the Board. Fulfill other appointments, as necessary.

The GM will use the Board's database program to maintain licensee information and track contact with license holders.

The GM prepares and presents information for Board Meeting (i.e., reports, Letters, etc.). Reviews final copy of Board Minutes.

The GM is responsible for directing and working with Inspectors, at times participating in actual inspections or investigations. Receive and review complaints and inspection reports and make recommendations for resolving these inquiries or complaints. Prepare show/cause letters and schedule hearings for alleged violations in a timely manner. Review all timecards, route sheets, schedules, calendars, reports.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

The General Manager must have working knowledge of business administration, secretarial skills and bookkeeping or accounting principles; considerable knowledge of currently acceptable office practices and standard record maintenance procedures; ability to interpret and present facts to the Board and/or Court; ability to interpret and apply a variety of laws, rules, regulations, standards, and procedures. Must be independent and flexible, assuming duties, as necessary. Must be available during emergencies to perform any duties required.

The GM should have the ability to use various standard office equipment and be proficient with Microsoft Office and QuickBooks software.

The GM must have the ability to be impartial and to deal diplomatically with the public. Must communicate effectively, in both oral and written form.

The GM must be able to prepare and present clear and concise reports; to maintain involved and complex records, to work independently on difficult tasks; to make decisions in accordance with laws, rules, and regulations; and, to compose effective correspondence.

The GM must be able to exercise initiative and sound judgment; to train, coordinate and supervise the work of both clerical staff and inspectors; and, to make proper disposition of problems.

The GM performs other duties as assigned by the Board.