

Due to the volume of applications received, we are unable to provide information on application status by phone or e-mail. All qualified applicants will be considered, but may not necessarily receive an interview. Selected applicants will be contacted by the hiring agency for next steps in the selection process. Applicants who are not selected will not receive notification.

JOB ANNOUNCEMENT

POSITION: CUSTOMER SERVICE SPECIALIST II

Posting# 6561-1014md

May underfill as a Customer Service Specialist I (6560)

REQUIRED ATTACHMENTS TO APPLICATION:

- **Supplemental Documents:** *Supplemental Questionnaire*
- A **typing test** score sheet dated within the last 12 months at or above the rate of 40 wpm net. Typing scores will be accepted from any service or software. (Applicants who receive a conditional offer of employment will be required to take a three (3) minute timed type test, administered by the Personnel office, to validate the required 40 net)
- **College transcripts and/or diploma if related to position - internet printouts & photocopies are acceptable**

STARTING SALARY: Step18; \$1,102 bi-weekly/\$13.78 per hour- CSS I Step 14, \$1,004 bi-weekly/ \$12.55 per hour (plus benefits package) *Step increase available after completing probation and annually thereafter.*

OPENING DATE: September 23, 2014

CLOSING DATE: October 7, 2014

The eligibility list created by this posting may be used to fill current full or part time vacancies and full or part time vacancies and grant funded vacancies that occur within the next two (2) months

For additional information see the job description at - <http://www.utahcounty.gov/jobs>

JOB SUMMARY:

Performs specialized customer service duties as needed to assist the public and various agencies in accessing public records. Monitors accuracy of indexes in the County database. Assists in producing the parcel abstract.

DUTIES INCLUDE:

Assists the public in person and on the telephone with questions pertaining to plats, deeds, military records, tax liens, court actions, etc.; provides general instruction to the public regarding methods, processes and procedures for accessing records via the internet.

Performs general cashiering duties; accepts and receipts payment for copied documents; monitors cash drawer; performs daily balancing functions to properly transfer over-the-counter revenues.

Prepares documents to be abstracted by checking all legal descriptions as well as entry numbers within the documents; assigns tax serial numbers; verifies information added by Mappers.

EVALUATION AND SELECTION FACTORS INCLUDE:

Working Knowledge of: Standard office practices; proper grammar, spelling, punctuation and processes and laws related to land ownership records.

Skill in: Reading, writing, and basic math; operating standard office equipment; word processing, data entry, basic spreadsheets and using various software programs and specialized copy equipment unique to Utah County and/or the Recorder's Office.

Ability to: Maintain cooperative working relationships with those contacted during the course of work activities; communicate effectively verbally and in writing; understand and follow clear work instructions; distill relevant and useful elements from vast amounts of information; multi-task and understand broad objectives and follow general instructions.

REQUIREMENTS FOR EMPLOYMENT:

High school diploma or equivalent and three (3) years of general clerical support work experience. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net. (CSS I requires one (1) year of general clerical support work experience).

Applicants receiving a conditional offer of employment will be required to submit to a pre-employment drug screen and additional background checks as required.

EXAMINATION/SELECTION PROCESS: Individuals interested in the position must submit an official Utah County Government application and required attachments to the Utah County Office of Personnel Management, 100 East Center, Suite 3800, Provo, UT 84606, by 5:00 PM on the closing date. **NO POSTMARKS OR RESUMES.** Additional information will not be accepted after the closing date. The Personnel Department will screen the applications for minimum qualifications. The selection process will consist of a hiring interview, and may include any one, or a combination, of the following examinations: application and/or supplemental review/rating, written examination, performance test and/or oral examination. The Personnel Department reserves the right to call only the most qualified applicants to any of the examinations.