



# Customer Service Specialist II

## Job Description

Department: Recorder  
Position: Career Service  
Starting Step: 18, Table 14  
Supervisory: No  
Reports to: Administrative Supervisor - Recorder

### 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. This full performance level works under general supervision of an Administrative Supervisor - Recorder in performing duties of considerable difficulty that involve some independent judgement.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Assist the public in person and on the telephone with questions pertaining to plats, deeds, military records, tax liens, court actions, etc.; research and obtain access to identified records; ensure accuracy of assigned serial numbers; receive and receipt payment for delivery of copied documents including certified copies; monitor customer accounts to ensure proper and timely payments; provide general instruction to the public regarding methods, processes and procedures for accessing records via the internet.
2. Assist in copying and scanning maps into the records management system for web-based access; prepare and distribute subdivision, annexation and street dedication maps as they become recorded with the County; ensure delivery of map documents to cities, utility companies, etc.
3. Perform general cashing duties; accept and receipt payment for copied documents; monitor cash drawer; perform daily balancing functions to properly transfer over-the-counter revenues. Sort and distribute mail to appropriate departments. Weigh and apply proper postage for outgoing mail.
4. Perform minor maintenance on specialized equipment; contact service providers as needed; maintain an inventory of toner, paper, etc.

### Knowledge, Skills, and Abilities

Knowledge of standard office practices

Knowledge of proper grammar, spelling, and punctuation

Knowledge of processes and laws related to land ownership records

For Office Use Only

Class Code: 6561

Class Title: Customer Service Specialist II

FLSA: Non-Exempt

Effective Date: 07/10/2017

Public Safety: No

Worker's Compensation: Clerical

Background Level: I

Safety Sensitive: No

DOT: No

Skilled in reading, writing, and basic math  
Skilled in operating standard office equipment  
Skilled in word processing, data entry, and basic spreadsheets  
Skilled in 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  
Ability to communicate effectively verbally and in writing  
Ability to understand broad objectives and follow general instructions  
Ability to distill relevant and useful elements from vast amounts of information  
Ability to multi-task

### **Supervisory Responsibility**

This position has no direct supervisory responsibility, but does serve as a coach and mentor for other positions in the department.

### **Work Environment**

This job operates in a professional office environment. This position requires frequent contact with the public which exposes the incumbent to others' illnesses and to individuals that may be angry, agitated, or otherwise upset. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift office supplies up to 40 pounds.

### **Position Type/ Expected Hours of Work**

Incumbent must work 40 hours each week to maintain full-time status. There is availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

### **Travel**

This position requires up to 5 percent travel.

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**Required Education and Experience**

- 1. High school diploma or equivalent
- 2. And three (3) years of general clerical support work experience
- 3. Equivalent combinations of education and experience may also be considered

**Additional Eligibility Qualifications**

- 1. Selected applicants must pass a typing test at or above the rate of 40 WPM net
- 2. Selected applicants may be subject to, and must pass, a background check

**AAP/EEO Statement**

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

**Below is to be completed after an offer has been extended and accepted.**

**Signatures**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_

Department Head \_\_\_\_\_

HR Director \_\_\_\_\_

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position

Employee \_\_\_\_\_ Date \_\_\_\_\_

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