



Customer Service Specialist III

Job Description

Department: Recorder
Position: Career Service
Starting Step: 20, 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. Works under general supervision of an Administrative Specialist - Recorder in performing the most complex duties within the assigned function. This advanced level requires considerable knowledge of the policies, procedures, and laws affecting the work. Incumbents at this level are capable of training and leading others.

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, and on old abstract books in vault.
2. Perform general cashiering 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.
3. Address envelopes and mails out notices of discrepancy prepared by mappers. Keep record of notices mailed.
4. Identify proper parcels in plat books, copy parcel information for proper posting.
5. Using Recorder's Office specific computer application, abstract non-conveying documents. Identify correct legal description and verify tie numbers within documents. Inform Data Entry/Indexing group when error is found, for correction.
6. Receive mailed-in requests for certified copies. Print and certify appropriate documents. Maintain record of certified copies sent out.
7. Type letters and correspondence.

For Office Use Only

Class Code: 6562
Class Title: Customer Service Specialist III
FLSA: Non-Exempt
Effective Date: 7/10/2017
Public Safety: No

Worker's Compensation: Clerical
Background Level:
Safety Sensitive: No
DOT: No

8. 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
Knowledge of Recorder's Office Policies and Procedures and laws, codes, or regulations relevant to work performed
Knowledge of specialized copy equipment in order to problem solve and train others in it's use
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
Skilled in basic bookkeeping
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
Ability to train and lead others

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

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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.

Required Education and Experience

1. High school diploma or equivalent
2. And five (5) years of general clerical support work experience of which two years are directly related to the duties described above
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 _____

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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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