

BANNOCK COUNTY
CLASS SPECIFICATION

DEPUTY CLERK – RECORDING TECHNICIAN

Department: Clerk/Recorder
FLSA Designation: Non-Exempt

Pay Grade: 4
Effective Date: 10/04, 03/06, 08/09

Purpose of Class

Performs a variety of duties such as recording of land transfers, clerical and secretarial duties, manage and expedite recordings, passports, marriage license, locating and providing documents to the general public and provides general office support to the Clerk.

Primary Function

The principal function of an employee in this class is to know and keep current with the Idaho Codes pertaining to the proper recordation of the various documents that can or cannot be recorded, as well as attaching the proper fees to the documents. They must know and keep current with the Idaho Code pertaining to the issuance of a Marriage License and the fees. This employee must know and keep current with the Federal regulations and Homeland Security Laws pertaining to the accepting and execution of Passports. A Deputy Clerk/Recording Technician must possess strong clerical and customer service skills; he/she must acquired knowledge of department functions through on-the-job training and experience, and become a department-related specialist with a good working knowledge of department policies and procedures. The work is performed under the supervision of the Chief Deputy Clerk Office Manager, although some latitude is granted for independent judgment using standard practices to resolve customer issues or correct procedures. The principal duties of this class are performed in a general office environment.

Essential Duties and Responsibilities (will vary by assignment)

- Answers incoming phone calls and greets walk-in customers, provides general information to the public, answers questions and inquiries, provides specific information about recording issues, and provides referrals to other departments or staff as needed;
- Provides Notary Public service to customers;
- Receives, opens and processes mail;
- Performs opening and closing office procedures;
- Assists customers with passport application process according to procedures/policies and resolves customer concerns;
- Issues marriage licenses;
- Collects required fees for documents received;
- Updates and maintains recorder computer files;

- Receives, records, copies, scans, archives, verifies, proofs, and maintains a variety of documents, including marriage licenses, real estate documents and related documents;
- Conducts research of documents for customers;
- Performs all work duties and activities in accordance with County policies, procedures and safety practices.

Other Duties and Responsibilities

- Attend annual recordation training;
- Attend annual Passport Training as well as participate with on line training;
- Performs other related duties as required.

Competency Requirements

- Knowledge of:
- Maintain knowledge of Idaho Code recordation Titles;
- Current fee schedule for recorded documents and procedures;
- Operation of standard office equipment, including a personal computer and job-related software applications;
- Customer service procedures, techniques, and objectives;
- English grammar, spelling, punctuation, and composition;
- Current office practices and procedures;
- Bookkeeping and record keeping practices and procedures.

Ability to:

- Evaluate and analyze customer needs to provide exceptional customer service;
- Learn department functions thoroughly to provide general information and explain detailed department processes and procedures;
- Explain regulatory compliance issues related to the assigned department's function;
- Maintain records efficiently and accurately;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Perform multiple tasks, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform time management and scheduling functions, meet deadlines, and set project priorities;
- Respond courteously to customer inquiries;
- Follow written and oral instructions;
- Work well under pressure;
- Operate standard office equipment, and a personal computer including program applications appropriate to assigned duties;
- Maintain effective working relationships with other County employees, supervisory personnel, local elected and appointed officials and the public;
- Communicate effectively both orally and in writing.

Acceptable Experience and Training

- High school diploma or GED equivalency, preferably supplemented with course work in accounting, secretarial or other business applications, is required; and
- One (1) to two (2) years comparable office experience, preferably in the Records Office, is required, or;
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications

- Notary Public certification is required.
- Federal Passport Agent.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and to communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, prepare and review documents and process them in a prescribed order, and organize documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer and standard office equipment;
- Sufficient personal mobility, agility, flexibility, and balance, ability to lift 25 pounds occasionally, with or without reasonable accommodation, which permits the employee to work in an office environment.