



RECORDER-CLERK SERVICES SUPERVISOR

DEFINITION

Under general direction, plans, organizes, directs, and supervises staff and activities of the Recorder-Clerk's Office; schedules, assigns, and reviews the work of Recorder Document Examiner/Indexer staff; performs specialized Recorder and/or Clerk office support duties; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant County Recorder. Exercises immediate and general supervision over administrative staff.

CLASS CHARACTERISTICS

This is the first full supervisory-level in within the Recorder-Clerk's office support series. The incumbent plans, organizes, schedules, assigns, supervises, and evaluates the work of lower-level recorder staff. The work also includes performance of difficult, complex, or specialized Recorder and/or Clerk support work. Performance of the work requires use of considerable independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Directs, supervises, and evaluates the work of Recorder-Clerk administrative staff and activities, either directly or through subordinate lead staff.
- Performs difficult or complex Recorder-Clerk office support work and assists with special office projects as assigned.
- Participates in the hiring of assigned staff; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary actions and other personnel decisions.
- Schedules work and authorizes leaves, ensuring the effective, efficient and timely completion of all work.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action; negotiates and resolves significant and controversial issues.
- Develops, recommends, and implements improved operating procedures, forms, and work processes; may assist with the preparation of the daily and monthly reports and deposit of cash receipts; may have input into the departmental budget.
- Enters and retrieves data from an on-line or computer system.
- Maintains office files, and researches and compiles information from such files; prepares analytical and statistical reports on operations and activities.
- Assists in the development and implementation of departmental goals, objectives, policies, procedures and work standards.
- Attends and participates in professional group meetings.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Office management practices and procedures, including records management.
- Applicable federal, state, and local laws, codes, and regulations governing the recording of legal documents.
- Advanced legal codes; terminology; and legal recording, indexing, and classification procedures and requirements.
- Advanced principles and practices of official filing, recording, and issuance of legal documents and property transfers, including title search techniques.
- County and department policies and procedures.
- Legal instruments that affect property ownership.
- Legal documents and vital statistics customarily presented for recording.
- Business letter writing and the standard format for typed materials.
- Microfilming and archival requirements.
- Business arithmetic, including percentages and decimals.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Index document and vital record retrieval systems.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant pertaining to the transactions required by documents processed.
- Analyze situations accurately and adopt an effective course of action.
- Explain and apply a variety of legal terminology, concepts, codes, and recording requirements related to office support work.
- Organize and prioritize work, meet critical time deadlines, and following up on assignments with minimal supervision.
- Monitor varied documents for accuracy, correctness, and compliance with codes, policies, and regulations.
- Deal tactfully and effectively with a variety of individuals, some of whom may be hostile or irate and/or from varying ethnic and socioeconomic backgrounds.

- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to graduation from high school, supplemented by college-level coursework in business or public administration or a related field, and four (4) years of journey-level experience receiving, examining, indexing, processing, and/or recording a variety of legal documents; including one (1) year of lead or supervisory experience.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve file information. Employees must possess the ability to lift, carry, push and pull materials and objects up to 30 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.