



Customer Service Associate II

Job Description

Department: Recorder
Position: Career Service
Grade: 717
Supervisory: No
Reports to: Administrative Supervisor -
Recorder

Summary

Under general guidance and supervision of the Administrative Supervisor – Recorder, performs specialized customer service duties as needed to assist the public and various agencies with accessing public records. Monitors accuracy of indexes in the County database. Assists with producing the parcel abstract. Performs 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 with questions pertaining to plats, deeds, military records, tax liens, and court actions; research and obtain access to identified records; ensure accuracy of assigned serial numbers.
2. Monitor customer accounts to ensure proper and timely payments.
3. Provide general instruction to the public regarding methods, processes, and procedures for accessing records online.
4. Assist with copying and scanning maps into the records management system for web-based access.
5. 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, and other agencies.
6. 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.
7. Identify property in Digital Map program.
8. Abstract non-conveying documents using Recorder's Office specific computer application; identify correct legal description and verify tie numbers within documents; inform data entry/indexing group when corrections are needed.
9. Type letters and correspondence.
10. Sort and distribute mail to appropriate departments; weigh and apply proper postage for outgoing mail.

For Office Use Only

Job Code: 6561
Job Title: Customer Service Associate II
FLSA: Non-Exempt
Effective Date: 10/13/2023
Public Safety: No

Worker's Compensation: Clerical
Background Level: II
Safety Sensitive: No
DOT: No
ML: Individual Contributor

11. Perform minor maintenance on specialized equipment; contact service providers as needed.
12. Process requests for certified copies; print and certify appropriate documents; maintain record of certified copies sent out.
13. Address envelopes and mail out notices of discrepancy prepared by mappers; maintain record of notices mailed.

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
- 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 trouble-shooting specialized copy equipment issues
- 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 type accurately and at an acceptable rate, based on job duties

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 may expose incumbent to others' illnesses, high-stress situations, contact with clients and/or the public in uncomfortable, confrontational, and emotionally charged circumstances. 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

For Office Use Only

Job Code: 6561

Job Title: Customer Service Associate II

FLSA: Non-Exempt

Effective Date: 10/13/2023

Public Safety: No

Worker's Compensation: Clerical

Background Level: II

Safety Sensitive: No

DOT: No

ML: Individual Contributor

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 or move supplies up to forty (40) pounds.

Position Type/ Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be 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

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

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

Preferred Education and Experience

1. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.

Additional Eligibility Qualifications

1. Selected applicants will be required to submit to a pre-employment drug screen and background check.

Career Ladder Advancement

For career ladder advancement from a lower classification level of this series to a higher one, there must be funding in the budget and the employee must:

1. Possess the required licensure and certifications of the higher classification level.
2. Meet the education and experience requirements and the class characteristics of the higher classification level.
3. Receive written recommendation from the department head.
4. Receive approval from the Director – Human Resources.

For Office Use Only

Job Code: 6561

Job Title: Customer Service Associate II

FLSA: Non-Exempt

Effective Date: 10/13/2023

Public Safety: No

Worker's Compensation: Clerical

Background Level: II

Safety Sensitive: No

DOT: No

ML: Individual Contributor

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.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

For Office Use Only

Job Code: 6561
Job Title: Customer Service Associate II
FLSA: Non-Exempt
Effective Date: 10/13/2023
Public Safety: No

Worker's Compensation: Clerical
Background Level: II
Safety Sensitive: No
DOT: No
ML: Individual Contributor