



# Lead Customer Service Associate - Clerk

## Job Description

Department: Clerk  
Position: Career Service  
Grade: 718  
Supervisory: Lead  
Reports to: Customer Service Supervisor or Digital Services Supervisor

### Summary

Under general guidance and supervision of the Customer Service Supervisor or Digital Services Supervisor, oversees processes to expedite the processing/issuance of marriage licenses and acceptance/submittal of passport applications to the United States Department of State. Incumbents serving in this classification perform the most complex duties within the assigned function at the full performance level and are responsible for leading and training others. Performs other statutory obligations of the Clerk's office, as assigned.

### Essential Functions

1. Process and submit Apostille orders accurately and efficiently, ensuring timely completion and compliance with relevant regulations and guidelines; coordinate processing activities with the Lieutenant Governor's Office; respond to related questions and concerns from the public, as needed.
2. Perform various lead worker functions; provide feedback on work performance of time-limited personnel; train staff in marriage licensing, passport applications, and shipping processes.
3. Oversee and coordinate all shipping processes for the Marriage Licenses and Passports office; receive and process incoming orders via phone and internet for certified copies of legal documents issued by the Clerk's Office; assist shipping carriers with undeliverable packages, submitting claims, as needed.
4. Coordinate opening and closing of office in the absence of supervisor.
5. Assist with development and implementation of goals, objectives, policies, procedures, and work standards for division.
6. Perform marriage licensing services; assist the public with the application process; verify eligibility to apply according to established statutes and ordinances; review applications for completeness and accuracy; issue licenses and maintain records on the same; provide assistance and education to marriage officiants to ensure proper completion of marriage documents.
7. Officiate the performance of civil marriages.

### For Office Use Only

Job Code: 6017

Job Title: Lead Customer Service Associate - Clerk

FLSA: Non-Exempt

Effective Date: 12/19/2024

Public Safety: No

Worker's Compensation: Clerical

Background Level: I

Safety Sensitive: No

DOT: No

ML: Individual Contributor

8. Perform passport services; provide technical assistance to the public seeking out-of-country travel authorization; assist with the completion and submission of passport applications; verify validity and accuracy of applicant's personal documentation; take photos; administer oaths; mail passport applications with transmittal sheets to the applicable passport processing center.
9. Perform cashiering duties following County policies and procedures; collect fees and issue receipts for transactions and services; process orders and resolve any related customer issues; reconcile money received at end of day and prepare applicable reporting materials.
10. Perform other tasks in support of the Clerk's Office, as assigned.

### **Knowledge, Skills, and Abilities**

- Knowledge of office technology, equipment, and software
- Knowledge of practices and procedures related to job specific duties
- Knowledge of customer service techniques and practices
- Knowledge of proper grammar, spelling, and punctuation
- Skilled in reading, writing, and basic math
- Skilled in cashiering and cash handling
- Skilled in word processing, data entry, and basic spreadsheets
- Ability to type accurately and at an acceptable rate, based on job duties
- Ability to follow verbal and written procedures and instructions
- Ability to act independently and as a team member
- Ability to provide excellent customer service
- Ability to communicate clearly and effectively verbally and in writing
- Ability to read and interpret State and Federal laws and guidelines associated with marriage licenses and passports
- Ability to train and lead others
- Ability to use sound judgment, deductive reasoning, and clarifying questions to effectively assist the public and perform job duties
- Ability to interact with people in a sensitive, tactful, and professional manner
- Ability to research, interpret, and apply policies, procedures, laws and regulations
- Ability to demonstrate excellent public relations and establish and maintain cooperative working relationships with employees and the public
- Ability to organize, prioritize, and accurately complete work in a timely manner while under stress and pressure

### **Supervisory Responsibility**

This position has no direct supervisory responsibility but does serve as team lead to some and may serve as a coach and mentor for other positions in the department.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The

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noise level in the work environment is usually moderate. Work occasionally exposes the incumbent to stress, contagious or infectious diseases, strong smells or odors, and potentially hostile situations due to interactions with the public.

### **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, ability to adjust focus, and ability distinguish between shades of color and patterns. The employee is required to type, file, and lift office supplies up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

### **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. Regular evening and weekend work will 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. Five (5) years of complex clerical support or customer service work experience, including two (2) years closely related to the duties described above.
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.
2. Preference may be given to applicants who are bilingual in English and one (1) of the following languages:
  - a. Spanish
  - b. Russian
  - c. Tagalog
  - d. Hebrew

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**Additional Eligibility Qualifications**

1. Selected applicants must become a Certified Passport Acceptance Agent as required by the US Department of State during the probationary period for new hires or trial period for promoted County employees.
2. Applicants must be a United States Citizen and at least eighteen (18) years of age.
3. Applicants must possess a valid driver’s license and obtain a valid State of Utah driver’s license within sixty (60) days of employment.
4. Selected applicants will be required to submit to a pre-employment drug screen and 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.

**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 \_\_\_\_\_

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