



Public Services Manager

Job Description

Department: Clerk
Position: Career Service
Grade: 724
Supervisory: Supervisor
Reports to: County Clerk

Summary

Under general direction of the County Clerk, supervises the administration of public, administrative, and record services. Independently establishes, executes, and oversees administration and policy decisions related to United States passport acceptance, marriage license processes and online services related to marriages. Incumbents serving in this classification ensure functions are executed according to statutory obligations.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Draft the annual budget proposal (operating and supplemental) for assigned divisions; analyze and update actual budget data, as needed.
2. Supervise, plan, coordinate, and direct the work of assigned personnel; schedule workload and delegate assignments; oversee training and ensure work is completed accurately and efficiently.
3. Identify, evaluate, and resolve personnel concerns; evaluate performance and conduct performance appraisals.
4. Make staffing decisions related to the hiring and retention of assigned personnel and the administration of disciplinary action in accordance with county policy and procedure.
5. In consultation with the County Clerk, oversee communication and planning with the Information Systems department to improve web services delivery for the public.
6. Ensure information available about public meetings and services offered is accurate; coordinate promotion and advertisement of new services; review and update information, as needed.
7. Establish and maintain a strategic plan for ongoing improvement of services based on trends and forecasts; analyze statistical data to identify potential issues and opportunities for improvement.
8. Respond to general, technical, and press inquiries related to public services, as authorized.

Public Services

For Office Use Only

Job Code: 2119
Job Title: Public Services Manager
FLSA: Exempt
Effective Date: 5/31/2024
Public Safety: No

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

1. Ensure compliance with state regulations related to marriage license processes; including, but not limited to, vital records, statistics, officiant authorizations, and performance of marriages; recommend changes to related department policies and procedures; implement approved changes.
2. Ensure all processes related to the submission of a United States passport application are in accordance with US Department of State regulations.
3. Advise the elected County Clerk about legislation affecting marriage licensing and passport administration, records retention, Annexations, Oath of Offices, and Clerk department services; monitor related legislation, as needed.

Records Management

1. Coordinate official County meeting agendas for public notice as needed; publish agendas in public places according to legal requirements and distribute the same to multiple individuals, departments, and organizations.
2. Oversee administration of public meetings; record meeting minutes; set up meeting rooms, as needed; coordinate with Information Systems to ensure recordings according to State code.
3. Ensure confidentiality of information and safekeeping of confidential records.

Knowledge, Skills, and Abilities

- Considerable knowledge of the Utah legislative process and local county government organization
- Knowledge of accounting and budgeting principles
- Knowledge of purchasing procedures, policies, and practices
- Knowledge of current County ordinances, state code, and other laws, standards, regulations, and policies relevant to work performed
- Knowledge of procedures related to records preservation
- Skilled in supervisory techniques
- Skilled in statistical analysis methods and techniques
- Skilled in general audit and review procedures
- Skilled in reading, writing, and math
- Skilled in word processing and basic computer programs
- Ability to manage, schedule, and delegate large volumes of work
- Ability to train or oversee training of office staff
- Ability to communicate effectively both verbally and in writing
- Ability to interact with individuals from diverse social, economic, and ethnic backgrounds in a professional manner
- Ability to develop, read, and interpret complex policies, procedures, rules, regulations, and ordinances
- Ability to maintain cooperative relationships with those contacted during the course of work activities

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- Ability to coordinate multiple tasks and projects efficiently
- Ability to maintain confidentiality of sensitive records and information

Supervisory Responsibility

This position has direct supervisory responsibility and does 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. Work occasionally exposes the incumbent to stress, contagious or infectious diseases, strong smells or odors, and/or potentially hostile situations due to interactions with the public. 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. The employee is frequently required to walk, stand, talk, and hear. The employee regularly works for sustained periods of time while maintaining concentrated attention to detail. Specific vision abilities by this job include close vision, ability to adjust focus, and ability to distinguish between different shades of color. The employee is required to type, file, and lift supplies up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

Position Type / Expected Hours of Work

Incumbent must work eighty (80) hours each pay period 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. Bachelor's degree in business, public administration, political science, public relation, communications, or a closely related field.

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2. Three (3) years of related experience in management, leadership, budgetary or project management with progressively increasing responsibility, including one (1) year of supervisory experience.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants with government work experience.
2. Preference may be given to applicants with experience in managing web-based content and deployment of web-based application systems.

Additional Eligibility Qualifications

1. Selected applicants must complete the following during the probationary period for new hires or trial period for promoted County employees and maintain during employment:
 - a. State GRAMA certification
 - b. Certified Passport Acceptance Agent
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.

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

Candidate / Employee _____ Date _____

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