



Senior Office Specialist – Clerk

Job Description

Department: Clerk
Position: Career Service
Grade: 718
Supervisory: No
Reports to: Public Services Manager

Summary

Under general guidance and direction of the Public Services Manager, provides first-contact customer service and performs clerical and office support duties to expedite day-to-day operations of the Utah County Clerk's Office. This advanced level requires considerable knowledge of the policies, procedures, and laws affecting the work. Incumbents serving in this classification perform duties of considerable difficulty that involve independent judgment and are capable of training and leading others.

Essential Functions

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

1. Receive, screen, and direct incoming phone calls for a multi-line phone system; assist visitors and callers by providing information and directing them in correct processes; provide initial response to questions, complaints, or problems following established communications and information sharing policies, practices, or procedures.
2. Provide clerical and administrative support to multiple divisions within the Clerk's Office; type or otherwise create letters, statements, narrative and statistical reports, minutes, agendas, and other documents as requested; process, sort, and distribute incoming and outgoing mail; order and maintain office supplies.
3. Maintain department files and records; scan images and documents to store, modify, and retrieve by computer; copy documents, as needed.
4. Exercise functional control over certain budget items, including office supplies; initiate purchase orders, as needed.
5. Monitor and track department purchases, ensuring compliance with department budgets and County policy.
6. Follow up on payment problems or past due PO's; maintain accounts, vendor, and/or customer records through computer input.
7. Assist with coordinating travel arrangements for the Clerk's Office, as needed; book flights and hotel accommodations; submit conference registrations; reconcile purchase orders, as directed.

For Office Use Only

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Public Safety: No

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

8. Assist with tasks to support commission meetings, as needed; type minutes verbatim and edit or summarize according to meeting type; distribute minutes to applicable parties upon Commission approval; provide copies to the public, as requested; ensure compliance with legal posting requirements.
9. Function as a timekeeper for the department; utilize the County's time-entry system to ensure proper reporting of work time; resolve employee payroll questions and issues in coordination with the Office of Human Resources Management.
10. Administer required oaths of office to applicable employees, boards, and commissions of the County.
11. Maintain log and records of documents with Records Management; ensure state mandated retention schedules are followed; receive all documents served to the county; log and deliver documents to appropriate departments in a timely manner.
12. Receive, track, and forward applications for annexations by Petition; coordinate with the Attorney's office and Surveyor's office to obtain information for mailing; send out Notice Letters and certification letters; maintain a record of all Annexations by Petition requests.
13. Maintain and audit department key and key cards, including authorization times and authorization requests.
14. Maintain and follow-up on department communications, documents, and other requests, as needed.
15. Maintain high standard of confidentiality with records and information.
16. Make recommendations for modification to office procedures, as needed; oversee implementation of approved changes, as authorized.
17. Perform duties of General Information Assistant, as needed or as assigned.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Knowledge of department policies and procedures
- Knowledge of laws, codes, and regulations relevant to work performed
- 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 unique to Utah County and the Clerk's Office
- Skilled in basic bookkeeping
- Ability to type accurately and at an acceptable rate, based on job duties
- Ability to maintain cooperative working relationships with those contacted during work activities
- Ability to communicate effectively verbally and in writing
- Ability to create and maintain files, records, and reports
- Ability to maintain confidentiality

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- Ability to understand broad objectives and follow general instructions, assignments, and clarify things not understood
- Ability to distill relevant and useful elements from vast amounts of information
- Ability to multi-task
- Ability to train and lead others

Supervisory Responsibility

This position has no direct supervisory responsibility but 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. This position requires regular contact with the public, which exposes incumbent to others' illnesses and to individuals who may be angry, agitated, or otherwise upset. 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. 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 weighing 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. 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. Five (5) years of general clerical or customer support work experience.
3. Equivalent combinations of education and experience may also be considered.

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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.

Additional Eligibility Qualifications

- 1. Applicants must possess a valid driver’s license and obtain a valid State of Utah driver’s license within sixty (60) days of employment.
- 2. 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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