



BENTON COUNTY Job Description

JOB TITLE: Recorder's ~~Administrator~~ Office Manager

~~EXEMPT~~ Exempt (Y/N): ~~No~~ Yes ————— DEPARTMENT:
Circuit Clerk's Office-Recorder
~~DATE PREPARED~~ DATE PREPARED: ~~May, 2007~~ September 2016 ———
SUPERVISOR: ~~Administrative Assistant~~ Circuit Clerk

SUMMARY:

This position is under the general direction of the Administrative Assistant and reports directly to the Circuit Clerk. The ~~Recorder's Administrator~~ Office Manager is responsible for supervising and directing the activities of 8 Deputy Clerk's, one Supervisor and 7 Deputy Circuit Clerks-Recorders. Office supervision includes determining work assignments; participating in the hiring process; conducting annual evaluations; coaching for improvement; supervising training of new and current employees; and disciplinary actions as needed. The position also oversees all cash handling and is responsible for counting cash drawers and ensuring accuracy of money and contents of the safe each night.

The ~~Office Manager~~ Recorder's Administrator oversees, updates and maintains current recordings and operations as well as updating the archived records into digital images and indexing.

This position is responsible for providing service to the public conducting business as required by the Circuit Clerk's Office. Responsibilities include researching real estate records, answering correspondence from citizens via e-mail, traditional mail and in person; continuing to keep the office in compliance with the U.S. Passport Agency and to continue to look for ways of improvement and advancing the office. Directly represents the Circuit Clerk, as the Recorder's Office is in a separate location.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following: Other duties may be assigned.

1. To interface between the Circuit Clerk's Office administration and the department supervisors to facilitate pertinent communication to and from the staff.
2. Responsible for the preparation and submission of reports on the effectiveness, efficiency, special projects being performed by the staff.
3. Is the designated contact for all questions, concerns or absenteeism over the staff that he/she oversees. Is the one that coordinates time off and would either need to deny or approve vacation and sick leave so that there is no conflict or shortfall of staffing. Directly oversees employee time and attendance records.
4. Keeps track of the work duties of the Supervisor and 7 Deputy Circuit Clerk Recorders. Responsible for the day to day operation of the Circuit Clerk Recorder's Office.

~~Office Manager~~ Recorder's Administrator

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5. Manages and coordinates work requirements of the supervisor and other staff including work performance, motivating staff efficiency and effectively, identifying problem areas and developing solutions to those problems. This includes assessing training needs to improve performance, addressing misconduct and making recommendations for formal discipline.
6. Perform personnel administrative duties including participation in hiring and promotion process of employees who are under supervision of the [Office ManagerRecorder's Administrator](#).
7. Supervises the training of new deputy Circuit Clerk Recorder employees and the on-going training of the other deputies, resolving usual employee issues. Oversees training of new employees in phone etiquette, cash handling and cash receipts. Also, includes responsibility for cross-training of employees on all duties of the office.
8. Originates and administers annual evaluations for the 8 employees, identifying concerns with their performance and developing solutions to assist them in achieving optimal job performance.
9. Responsible for ensuring cash control by maintaining the accuracy of the cash amount within the cash drawers. This duty works in coordination with the office supervisor and financial administrator to comply with the audit required segregation of duties.
10. Responsible for closing procedures for the office, to ensure all deputy circuit clerk's have closed and balanced their work station at the end of the day with no issues.
11. Processes void requests due to errors from all Deputy Clerk Recorders with proper documentation for accounting and audit purposes. Sends detailed report of the void or edit to the Financial Administrator to log and keep track of.
12. Supervises the daily balancing process for the 8 deputies and supervisor regarding cash, checks and electronic recording totals.
13. Confirms to the Financial Administrator that the nightly ACH transaction balances with the prior day's amount of Electronic Recordings collections.
2. _____
14. ~~Document and disperse application procedure changes, special handling, and work in process, priorities and the proper flow of work between departments.~~ Assists in the development, implementation and revision of policies and operation procedures within the office for more efficient, accurate and friendly but professional customer service. Document and disperse application procedure changes, special handling, and work in process, priorities and the proper flow of work between work stations.
- 4-15. Oversee the regulations of the US Passport Services so that the Circuit Clerk's Recorder's Office stays within compliance of the many restricted guidelines of being a US Passport Agency. Complies with the regulations so that we pass the annual audit from the US Federal Government. Insure that all of the deputies that take part in passport applications have

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the training and certifications that are required in order to handle and assist the citizens with their passport process.

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5-16. Coordinate with computer programmers and support personnel to resolve problems, to develop special projects and to implement new programs or enhancements. Assure the resolution of technical problems related to equipment.

6-17. Interface with other departments and agencies sharing information whenever possible for the benefit of the county and ~~taxpayers~~ citizens.

~~18. Assume much of the burden of compiling the special report requests from outside sources. Responsible for preparation and completion of all daily, monthly, yearly reports. Works with any outside citizen's request on compiling any special report requests.~~

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19. Requires daily contact within the office with citizens, escrow companies, title companies, attorneys, banking and lending institutions personnel, County Assessor's Office, County Clerk's Office, County Treasurer, County Judge's Office and the County Tax Collector.

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20. Oversees and assists in resolving all recording issues, such as legal line error on a check or unsigned checks or giving explanation if the document does not meet the recording requirements. Works with staff to contact citizen by phone, email or letter, if necessary, to resolve issues and process their land documents in a timely manner.

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21. Answers correspondence from citizens via e-mail or letter and provides information as requested.

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22. Supervises the opening, distribution and processing of all incoming mail for recording and or matters pertaining to the Circuit Clerks Recorder's Office.

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7-23. Responsible for the maintenance of all recorded real estate records and files.

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8-24. Perform other duties as required, requested, or assigned by the Circuit Clerk.

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SUPERVISORY REQUIREMENTS:

This position will direct Supervisors and be involved in responsibility for all positions in the Circuit Clerk's **Recorders** office (8 employees).

QUALIFICATION REQUIREMENTS:

To perform the job successfully, and individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High School Diploma and Administrative experience are required. College Degree or 5 years administrative experience preferred.

OTHER SKILLS and ABILITIES:

Must possess supervisory, problem-solving, decision-making, oral and written communication skills, and the ability to make sound judgments. Knowledge of administration, assessment, taxation, and county policies and procedures. Knowledge of the principals, concepts and practices of management and budget development. Knowledge of the underlying premises of appraisal and evaluation of real estate and personal property. Excellent verbal skills to deal with clients' questions interpersonal and verbal skills are vital for interaction with the citizens, outside vendors, Title Companies, Financial Institutes and other County Offices. Proficiency in office software programs is essential.

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WORKING RELATIONSHIPS:

Requires daily contact within the Circuit Clerk's office, other county offices, property owners, other governmental agencies at city, state, federal levels, school officials, and general 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, reach with hands and arms, use hands to handle or feel objects/controls and talk or hear. The employee is occasionally required to stand and walk. Specific vision abilities required by this position include close and distance vision and the ability to adjust focus. The employee may occasionally lift and/or move up to 25 pounds.

WORK ENVIROMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the typical work environment is moderate.

Approved by: _____
Elected Official's Signature

Date: _____

JESAP Grade Assignment 16

Date: June, 2007