



## RECORDING AND LICENSING TECHNICIAN 2

**Department:** Auditor's Office

**Job Class:** 401500

**Pay Range:** General 19

**FLSA:** Non-Exempt

**Represented:** Yes

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in the classification and are **not** intended to reflect all duties performed within the job.

**GENERAL FUNCTION:** This is responsible, complex customer service support work for the Auditor's Office. An employee in this classification performs a variety of complex office support and/or field work in the Recording/ Licensing Division. This classification is responsible for assisting customers in licensing (business, marriage, vehicle, animal, passports), recording, real estate excise taxes and cashiering. Employees work daily in one or a variety of sections within the Recording and Licensing Division and are required to become knowledgeable in all areas.

**SERIES CONCEPT:** The Recording and Licensing Technician 2 classification is the second level of a three level series classification. It is distinguished from the Recording and Licensing Technician 1 classification by performing more substantive work; increased volume and complexity of guidelines; and the knowledge and ability to work in multiple sections within the Recording and Licensing Division. Incumbents are expected to refer difficult matters to a Recording and Licensing Technician 3 (lead) or supervisor.

### **ESSENTIAL FUNCTIONS:**

- Interpret and apply the Revised Code of Washington (RCW) and any Washington Administrative Code (WAC) as it applies to the Recording and Licensing Division.
- Assist and resolve technical problems and questions with other staff members.
- Investigate and resolve customer questions, problems and complaints.
- Verify compliance for multiple types of businesses with County, State, and Federal codes which may include site visits
- Assist in the training of lower level staff.
- Prepare daily deposits and other financial documents as needed and forward appropriate documentation and funds to various County and State agencies.
- Provide back-up assistance when needed in the Recording and Licensing Division.
- Review daily entries for accuracy.
- Provide general office support to all Auditor's Office Divisions.
- Receive payments for various services.
- Performs essential functions of Recording and Licensing Technician 1.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet the traveling requirements of the position.
- Perform the physical requirement of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evening, weekends, holidays and overtime.

### **OTHER JOB FUNCTIONS:**

- Perform other job functions as assigned.

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**SUPERVISION RECEIVED:** Work is performed under general supervision with the employee expected to work independently after objectives, priorities and deadlines have been defined. Work is reviewed in progress and upon completion by a lead worker and/or supervisor for thoroughness, timeliness and compliance with regulations, policies and procedures. This classification may be assigned to train lower level employees. This classification does not have supervisory authority.

**WORK ENVIRONMENT:** The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. Works in a customer service office environment on a daily basis. Travel to various work sites and/or meeting locations may be required. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work may be required. Work is subject to frequent interruptions angry or volatile customers and occasional above average office noise.

**PHYSICAL REQUIREMENTS:** The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the position. Finger dexterity to operate equipment used in the position, talking, seeing, and hearing. Frequent alternating between a sitting and standing position. Frequent walking, bending/stooping, pushing/pulling and depending on assigned duties, a maximum lifting requirement of 50 lbs. Ability to travel to attend meetings away from regular work site may be required.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

##### **Knowledge of:**

- RCWs, WACs, and County ordinance as they apply to the Recording and Licensing Division.
- General office practices, procedures and management.
- Legal terminology as it pertains to Recording and Licensing Division.
- Cashiering methods and techniques.
- General bookkeeping, accounting and cashiering practices.
- Legal documents and fee structures.
- Real estate escrow.
- County geography.
- Department of Licensing policies and procedures.

##### **Skill in:**

- Customer Service.
- Telephone etiquette.

##### **Ability to:**

- Comprehend complex documents and how they apply to the Recording and Licensing Division.
- Compose, edit and produce computerized financial spreadsheets.
- Work with complex calculations and interpret legal documents for accuracy and compliance with state and other regulations.
- Provide back-up throughout the Recording and Licensing Division (marriage, animal, business, vehicle, recording and passport).
- Communicate effectively both orally and in writing, to audience of various social, educational and economic backgrounds.

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- Accurately review and process a variety of transactions.
- Effectively coordinate, perform, and complete multiple duties and assignments concurrently and in a timely manner.
- Perform data entry and clerical work proficiently.
- Work under pressure in stressful situations.
- Effectively handle situations with discretion and sensitivity.
- Handle and balance large sums of money on a daily basis with minimal mistakes.
- Interact with various other public and private agencies as needed.
- Operate computer systems and personal computers as it relates to the Recording and Licensing Division.
- Accurately utilize standard and specialized office equipment.
- Understand and follow instructions.
- Work effectively and productively with others.
- Type minimum of 45 words per minute.
- Maintain accuracy and be detail-oriented.
- Work independently and as a part of a team.
- Meet the travel requirements of the position.
- Physically perform the essential functions of the classification.

#### **MINIMUM REQUIREMENTS TO APPLY:**

**Recording Unit:** Three years of general clerical experience with one year of cashiering experience required. Clerical experience in real estate, banking, or loan processing, preferred. Additional education or related experience may be substituted equally for the recruiting requirements.

**Licensing Unit:** Three years of general clerical experience and Vehicle License Representative (VLR) designation is required (1800 hours of training on the Department of Licensing's DRIVES System is required to become a VLR.) Additional education or related experience may be substituted equally for the recruiting requirements.

**SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS:** Ability to successfully complete Pierce County background investigation. A valid Washington State driver's license is required.