



RECORDING AND LICENSING TECHNICIAN 3

Department: Auditor's Office

Job Class: 402000

Pay Range: General 23

FLSA: Non-Exempt

Represented: Yes

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

GENERAL FUNCTION: This is highly complex responsible technical and/or lead work for the Auditor's Office. An employee in this classification provides specialized assistance requiring extensive knowledge of County and departmental policies and procedures and/or performing "lead" or limited supervisory work within the Recording and Licensing Division. Duties include organizing and maintaining general to highly technical files and records for the Auditor's Office and several sub agencies; responsible for planning, organizing, assigning and directing the daily activities of a work unit.

SERIES CONCEPT: The Recording and Licensing Technician 3 classification is the top level of a three-level series. It is distinguished from the Recording/ Licensing Technician 2 classification by having the daily planning, assigning, organizing, and directing of the activities of a work unit or the greater depth of responsibility, knowledge and complexity governing a complex body of work. Incumbents are expected to refer the most difficult matters to superiors. This classification performs lead worker duties.

ESSENTIAL FUNCTIONS:

- Perform lead functions such as setting priorities; distributing and checking work; devising and evaluating office procedures and implementing changes subject to approval of supervisor; providing technical assistance as needed; resolving minor work and personnel problems.
- Determine work schedules and methods of expediting work flow.
- Ensure effective communication with county departments, sub-agencies, federal and state agencies and staff. Facilitate and ensure adherence to policies and procedures.
- Ensure consistent interpretation of laws, rules, policies and procedures.
- Provide back-up support for supervisor(s).
- Provide technical assistance to subordinates in answering questions and resolving problems related to processing legal documents.
- Interpret the Revised Code of Washington (RCW) and the Washington Administrative Code (WAC) as they apply to the department's procedures and provide guidance on the regulations.
- Issue instructions and oversee work for exactness and conformance to procedures and policies.
- Devise and evaluate procedures and implement changes subject to approval of supervisor.
- Respond to inquiries from other departments, other agencies or the general public involving interpretation of the organization's procedures or governing regulations; when necessary, refer to manuals, regulations, RCW's or other agencies for verification.
- Compose routine to complex correspondence such as letters, memorandums and reports that are subject to approval by manager before distribution.
- May approve leave requests.
- Provide input on performance evaluations.
- Assign and monitor controlled inventory for the office and sub-agents.
- Provide communications support to all divisions within the Auditor's Office, except elections.
 - Create content, design, and maintain the website. Includes coordination with staff, management, other Auditor web developers, IT staff, the Communications Division, other

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internal and external partners.

- Create, design, and maintain all forms, brochures and publications. Includes coordination with staff, management, and internal and external printers.
 - Create and design advertising for print and on-line media. Includes coordination with staff, management, and advertising representatives.
 - Create content for press releases, including posting to social networking sites. Includes coordination with staff, management and the Communications Division.
- Comprehend and perform the duties in the various sections of the Recording and Licensing division.
 - Provide backup support for the division (Vehicle, Marriage, Animal and Business Licensing, Recording, Passports and Real Estate Excise Tax).
 - Conduct field audits of the Pierce County sub-agents inventory and trust accounts.
 - Act as the liaison between the County and state agencies.
 - Maintain, monitor and organize transmittal file copies for the Department of Licensing.
 - Assist supervisor in preparing and monitoring the division budget.
 - Make recommendations on staffing and equipment needs.
 - Organize and facilitate staff and informational meetings with section subordinates.
 - Handle the most complex transactions within the division.
 - Perform essential functions of Recording and Licensing Technician 1 and 2.
 - Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
 - Meet the traveling requirements of the position.
 - Perform the physical requirements 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
- Provide back-up as needed.

SUPERVISION RECEIVED AND EXERCISED: Work is performed under general supervision with the employee expected to plan and assign work independently after objectives, priorities and deadlines have been defined. Work is reviewed upon completion by a section supervisor and/or the Recording and Licensing Manager for thoroughness, timeliness and compliance with regulations, policies and procedures. This position is responsible for performing lead functions such as assigning, reviewing, and approving the work of others.

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 and volatile customers, and occasional above average office noise.

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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. There is frequent walking, sitting, 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:

- Legal documents, RCWs and WACs as they apply to real property transactions, business, marriage, passports, excise tax, vehicle licensing and scanning procedures.
- Leadership skills in order to ensure the sections operate smoothly and efficiently.
- Policies, procedures and duties performed within the division.
- Cashiering and basic bookkeeping practices and procedures.
- Technical and/or specialized functions, policies and procedures of a work unit.
- Spelling, capitalization, punctuation and rules of grammar; and general and technical formats, vocabulary and procedures used in performing the work.
- Technical and varied auditing methods and practices as required by the position.
- Basic management practices.

Skill in:

- Customer service.
- Telephone etiquette.
- Communication.
- Leading others.

Ability to:

- Understand and interpret federal, state and local regulations as they apply to the Recording and Licensing Division.
- Plan, assign and coordinate work of other co-workers.
- Train, and provide technical assistance.
- Compose, edit, and produce computerized financial spreadsheets.
- Monitor and maintain efficient work flow.
- Prepare and schedule for peak times.
- Work under pressure in stressful situations.
- Effectively handle situations with discretion, and sensitivity.
- Deal with various other public and private agencies as needed.
- Comprehend complex documents and how they apply to the various sections.
- Provide constructive criticism to co-worker and/or subordinates.
- Approve leave requests, and work schedules.
- Provide input on performance evaluations.
- Develop and implement new policies and procedures.
- Maintain a high level of accuracy in all job functions and pay attention to detail.
- Understand and follow instructions.
- Work effectively and productively with others.
- Communicate effectively both orally and in writing, to audience of various social, educational and

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economic backgrounds.

- Effectively coordinate, perform, and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position.
- Physically perform the essential functions of the classification.

MINIMUM REQUIREMENTS TO APPLY: Five years of experience as a Recording and Licensing Technician 2 with 6 months experience in a lead capacity. Must have considerable experience in multiple sections within the Recording Licensing Division (recording, vehicle, animal, business licensing, excise tax and passports). Additional experience that demonstrates the ability to perform the essential functions of the position may substitute for the minimum requirements.

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