



RECORDING AND LICENSING SUPERVISOR

Department: Auditor's Office

Job Class: 483600

Pay Range: Professional 06

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. Classification descriptions are **not** intended to reflect all duties performed within the job.

GENERAL FUNCTION: This is a working supervisory and administrative position in the Recording/Licensing/Animal Services Division of the Pierce County Auditor's Office. An employee in this class is responsible for planning, organizing, directing and evaluating the activities of the Recording, Real Estate Excise Tax, Scanning, Passports, Business, Marriage, Pet, and Vehicle/Vessel License personnel as assigned. An employee in this position is responsible for planning workload distribution, assigning work, adjusting assignments to accommodate work fluctuations and changes, monitoring completed work, taking corrective action to maintain acceptable quality standards, training new employees, evaluating work performance and other aspects of supervision. In addition, the individual may perform day-to-day duties specific to the Recording, Real Estate Excise Tax, Scanning, Passports, Business, Marriage, Pet, and Vehicle/Vessel License sections as assigned.

ESSENTIAL FUNCTIONS:

- Supervise and coordinate activities of the Recording; Real Estate Excise Tax; Scanning; Passport; and Business, Marriage, Pet, and Vehicle/Vessel License sections as assigned.
- Work as a team with the other Recording and Licensing Supervisor to ensure cross-functionality and backup.
- Provide limited backup for division manager as necessary during absences.
- Understand, interpret and apply County Ordinance, Revised Code of Washington (RCWs) and Washington Administrative Code (WACs) as applicable to assigned area of supervision.
- Consult with legal counsel to obtain opinions when necessary.
- Ensure that the division runs smoothly and functions efficiently.
- Provide backup support for department as needed.
- Analyze, formulate and change standard operating procedure as necessary to facilitate efficient operation of division.
- Monitor daily balancing of cash drawers; prepare daily and/or monthly reports and maintain contact with applicable County or State offices.
- Provide technical assistance to subordinates as necessary.
- Work with subordinates and various county and state agencies to maintain current procedures.
- Assist in planning departmental activities.
- Determine work schedules, assignments and methods of expediting work flow.
- Conduct staff meetings with subordinates, ensuring pertinent information is exchanged and problems are resolved in a timely manner.
- Assist in establishing performance standards and conducting annual performance reviews.
- Attend staff meetings.
- Approve leave requests and overtime to maintain adequate staffing levels to meet established division standards.
- Consult with management regarding staffing needs as necessary.
- Recommend promotional and disciplinary actions.

RECORDING AND LICENSING SUPERVISOR

Classification Description – Pierce County

Page 2

ESSENTIAL FUNCTIONS: (continued)

- Participate in interviewing, selecting, hiring employees, and performance evaluations subject to approval of the Auditor.
- Participate in training of staff or conducting external training sessions (for sub agencies, banks, credit unions, title and escrow companies, etc.).
- Assist customers in processing batch work (such as licensing of equipment fleets and processing of batched recorded documents or real estate excise tax affidavits).
- Develop and maintain positive working relationships with subordinates, department personnel, internal and external contacts and the general public.
- Compose correspondence and routine letters.
- Monitor and maintain working equipment, inventories, and supplies as assigned.
- Assist in preparing and monitoring the division budget and make recommendations regarding budget requirements for areas of supervision (such as staffing levels and equipment needs).
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel 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 evenings, weekends, holidays and overtime

OTHER JOB FUNCTIONS:

- Perform other functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: Activities are governed by established policies, rules and procedures which must be understood and interpreted. Considerable latitude for independent judgment and action is exercised within the area of supervision. Work is reviewed and evaluated by the division manager based on reports, supervisory skills and results obtained.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Recording and Licensing Supervisor works in an office environment on a daily basis. Maintains regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite. Travel to various work sites and/or meeting locations may be required. Works a flexible schedule, which may include evenings, weekends, holidays and overtime. 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 are required. Work is subject to frequent interruptions and normal 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. There is some walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the classification as it is currently performed. Ability to lift a minimum of 50 lbs is required. Ability to travel to attend meetings away from regular work site may be required.

RECORDING AND LICENSING SUPERVISOR

Classification Description – Pierce County

Page 3

KNOWLEDGE, SKILLS AND ABILITIES:

Extensive knowledge of:

- Legal documents, RCWs and WACS as they apply to real property transactions, business, and marriage license procedures.
- RCWs and WACS as they apply to vehicle license transactions, and Vehicle License Department procedures.

Knowledge of:

- Principles and practices of office management.
- Cashiering and bookkeeping practices and procedures.
- Word and Excel and have ability to key a minimum of 60 words per minute.
- Procedures and duties performed within the Recording Department.

Skill in:

- Management and supervisory skills that ensure the department operates smoothly and efficiently.

Ability to:

- Evaluate the work of subordinates.
- Maintain moderately complex and extensive records and inventories.
- Develop short-range plans involving scheduling, personnel training and staffing projections.
- Establish and maintain effective working relations with co-workers, public and private officials, and the general public.
- Handle stressful situations and calm irate customers and diffuse volatile situations.
- Delegate work to subordinates as necessary. This may involve training, developing documentation, or other tasks.
- Operate a computer, calculator, copier, microfilm/fiche reader/printer, FAX machine and other related office equipment.
- 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.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.

MINIMUM REQUIREMENTS TO APPLY: Four years or more of progressively, responsible office experience, preferably with customer service experience. At least 2 year(s) in a supervisory or lead position is required. Additional education or related experience may substitute for the recruiting requirements, which provides the applicant with the skills, knowledge and ability to perform the job. Must have extensive knowledge of real property documents and/or vehicle licensing policies and procedures.

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