

## BEAVERHEAD COUNTY

**POSITION:** Deputy Clerk & Recorder

**DEPARTMENT:** Clerk & Recorder's Office

**ACCOUNTABLE TO:** Clerk & Recorder

**DEADLINE FOR APPLICATION:** Open until June 15, 2018 or *until position filled*.

**SUMMARY OF WORK:** Responsible for indexing and recording of documents, issuing birth and death certificates and assisting with a variety of tasks in election management.

### **JOB CHARACTERISTICS:**

**Nature of Work:** This position performs clerical duties in the indexing, recording and filing of legal documents. Requires attention to detail and the ability to work under stressful conditions, provide timely, courteous customer service by greeting and assisting the public and other staff in a professional manner. Position requires standing for long periods of time and ability to lift at least 50 pounds. Overtime as required during election periods.

**Personal Contacts:** Daily contact with the public, face-to-face, electronic and over the phone.

**Supervision Received:** Supervision from the Clerk & Recorder on an as needed basis. Clerk & Recorder checks work for accuracy.

### **AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE:**

- Waits on customers at the counter
- Record and process legal documents and assist the public with documents.
- Provide filing, indexing and scanning of various documents
- Issues Birth/Death certificates following Montana laws for issuance.
- Assist in administration of elections including processing of voter registrations.
- Provide other administrative assistance to the Clerk & Recorder, as needed.
- Provide directions, instructions, and explanations regarding a variety of general issues related to the functions of the Clerk & Recorder's Office.
- Ongoing education not limited to computer programs, flexibility for added job duties, and ability to adapt to changes in the office environment.
- Must be able to maintain confidentiality in some matters.

## **JOB REQUIREMENTS:**

**Knowledge:** This position requires knowledge of land descriptions, state laws, maps, plats, indexing and modern office practices.

**Skills:** This position requires skills in the use of keyboarding, calculator, computers (Microsoft Word, Outlook, and Excel), microfilm machines, scanners and use of typical office machines.

**Abilities:** This position requires the ability to: pay attention to detail and accuracy of documents; work well with the public in sometimes stressful situations; prepare reports in a timely manner; stand for long periods of time; lift at least 50 pounds; complete tasks regardless of interruptions and distractions; communicate effectively orally and in writing; follow verbal and written instructions and establish effective working relationships with co-workers, supervisors, and the public.

**Customer Service:** Must be able to communicate effectively information to customers with a positive attitude. This position also requires conflict resolution skills, listening and communication skills, problem solving and the ability to de-escalate conflict. Also requires explaining complex processes, multi-tasking, thorough and accurate reporting and knowledge of local, state and federal laws.

**Teamwork:** The ability to work collaboratively with a group of people in order to achieve department goals. Teamwork is a crucial part of the Clerk & Recorder's Office. It requires colleagues to work well together in various situations. Must be willing to cooperate and resolve conflicts using individual skills and constructive feedback despite any personal conflict between individuals.

## **EDUCATION AND EXPERIENCE:**

The above knowledge, skills, and abilities are typically required through a combination of education and experience equivalent to a High School diploma, experience working with the public and computer experience with Word, Outlook and Excel. Occupational experience in an office setting, experience in the performance of multifaceted office support or detailed secretarial duties is desired.

### **JOB PERFORMANCE STANDARDS:**

Evaluation of this position will be based primarily upon performance of the preceding requirements and duties. Examples of job performance criteria include but are not limited to, the following:

- Performs assigned duties
- Checks documents for completeness and accuracy
- Effectively waits on the public in person and by phone, fax and email.
- Accurately indexes and records documents.
- Accurately processes weekly receipts.
- Demonstrates knowledge of applicable state laws and procedures.
- Effectively deals with stressful situations.
- Adheres to standards of confidentiality.
- Handle correspondence in timely manner.
- Competently conducts voter registration
- Maintain accurate and timely records.
- Communicate constructively with the public
- Observe assigned work hours.
- Demonstrate punctuality
- Establishes and maintains effective working relationship with fellow employees, supervisors and the public.

BEAVERHEAD COUNTY CLERK & RECORDER

SUPPLEMENTAL QUESTION

Since some records in our office are entered in large ledger books, neat and easily readable handwriting is important. Please answer this question on a separate piece of paper and attach it to your application packet. This should be handwritten (either printed or in longhand) and kept to 1 page or less.

How would you handle an irate client who is upset as a result of an explanation or directive that we have given them?