SNOHOMISH COUNTY JOB DESCRIPTION

RECORDING SUPERVISOR

Spec No. 5040

BASIC FUNCTION

To supervise and coordinate the activities and operations of the Recording Division’s staff and functions; serve as recording system expert and provide technical training and administrative support to the division.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Supervises, plans and organizes the work of subordinates; handles day-to-day personnel tasks; processes payroll and approves leave requests.

2. Participates in the hiring, training, evaluation, and discipline of division employees; assesses employee performance against set standards, goals and objectives; conducts performance evaluations of staff; provides counsel to manager concerning employee job performance.

3. Develops and updates procedures, policies and process manuals.

4. Serves as primary recording system expert for the division; coordinates employee training; administers user rights and client accounts; monitors vendor and IT support; recommends and tests system software enhancements.

5. Ensures compliance with applicable federal, state and local laws, regulations, codes and guidelines.

6. Prepares statistical and financial reports and maintains necessary records.

7. Communicates regularly and promotes partnerships with county departments/offices and other stakeholder groups.

8. Oversees financial reconciliation and reporting and ensures accurate accounting of fees collected and distributed.

9. Works with other division supervisors to enhance the customer service experience and promote problem solving partnerships; investigates and resolves elevated customer questions, concerns or complaints.

10. Implements and monitors procedures for revenue collected; including accounts receivable, escrow accounts, electronic funds transfers, inter-fund payments and cash collection.

11. Administers the state Address Confidentiality Program (ACP) for the division.

12. May act as the Recording Manager in their absence; may perform the duties of subordinate employees as required.
13. Participates in seminars, training, and meetings as required; is active in regional and statewide recording groups/committees.

14. Performs related duties as required.

MINIMUM QUALIFICATIONS

Six (6) years professional work experience including two (2) years of senior or supervisory level experience; and two (2) years of customer service experience. An Associate’s degree in public administration, finance, business, records management, or related field; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Direct work experience in legal document recording preferred. Must pass job related tests.

KNOWLEDGE AND ABILITIES

Knowledge of:

- supervisory methods and techniques
- accounting and cashiering methods
- recording practices and procedures
- standard office practices and procedures
- Microsoft Office Suite
- data and statistical analysis
- hardware/software used in recording process
- training, teaching and evaluation techniques and methods
- customer service techniques and principles
- audit procedures and practices
- mediation and complaint resolution practices

Ability to:

- develop, support and inspire others to participate and contribute to a shared vision
- resolve technical software and hardware issues
- read, interpret and implement related Washington state and federal laws, local ordinances and the policies and procedures of multiple state agencies
- evaluate programs, policies and procedures for effectiveness and make recommendations to correct deficiencies and resolve issues
- meet deadlines and work consistently with interruptions
- promote continuous improvement practices
- establish and maintain effective work relationships with management, associates, subordinates, business partners, the general public and other government agencies
- exercise sound judgment and make decisions within scope of authority
- solve problems in a professional and objective manner
- understand and follow complex oral and written directions
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- communicate professionally, both verbally and in writing, using tact and diplomacy
- work independently, be self-motivated and delegate responsibly
- speak easily in front of groups

SUPERVISION

The employee in this classification receives administrative direction from the Recording Manager and has latitude in handling the day to day operations of the division. The employee resolves issues in accordance with applicable laws, instructions, policies and accepted practices. The employee is responsible for ensuring the accuracy of the work produced, the balancing and reconciliation of revenues, and that productivity goals of subordinates are reached.

WORKING CONDITIONS

The work is performed in the usual office environment. Occasional travel may be required.

Snohomish County is an Equal Employment Opportunity (EEO) employer. Accommodations for individuals with disabilities are provided upon request.

EEO policy and ADA notice

Class Established: June 1986 as Recording Supervisor
Revised: February 1987
Revised and Retitled: August 1991 as Recording Coordinator
Revised and Retitled: March 1994 as Recording Coordinator
Revised and Retitled: June 2000 as Recording Supervisor
Revised: October 2007; December 2012, May 2022
EEO Category: 6 – Administrative Support
Pay Grade: 242 – Classified Pay Plan
Workers Comp: 5306 Non-Hazardous
FLSA Status: Exempt