

POSITION DESCRIPTION

FRANKLIN COUNTY RECORDER'S OFFICE

WORKING TITLE:	Operations Manager	CLASSIFICATION:	Senior Deputy Recorder
SALARY/PAY RANGE:	Determined by appointing authority, based on qualifications		
BENEFITS:	As approved by appointing authority.		
JOB LOCATION:	373 South High Street, 18 th Floor, Columbus, Ohio, Franklin County		
HOURS OF OFFICE:	8:00 a.m. – 5:00 p.m.		
DIVISION:	Document Recording Operations		
OFFICE:	Franklin County Recorder Terry J. Brown, 373 S. High St., 18 th Floor, Columbus, Ohio 43215		
POSITION STATUS:	Full-Time, Permanent, Exempt, Unclassified		

Job Duties:

Works with the Director of Operations in planning, directing, coordinating, and assessing policies for all activities in document recording. Trains, confers, and advises supervisors; responds to inquiries and requests for information from the public and private sector related to the documents processed through the Recorder's Office; handles customer service issues; assists in matters involving abstractors establishing, reconciling, editing, voiding, and refunding escrow accounts and account issues; manages audit retrieval pay-ins as closing manager; conducts tours and meetings, generates reports; assists Director of Operations to ensure compliance with retention schedules and safety teams. Prepares draft correspondence and reports as required. Conducts personnel evaluations for Senior Deputies in Recording Services, Data Entry/Quality Control, and Customer Service. Reviews staff evaluations for Deputy Recorders in Recording Services, Data Entry/Quality Control, and Customer Service. Works with the IT Director in matters involving employee computer needs. Plans, directs, and coordinates all activities of document recording through supervising the Senior Deputies in Recording Services, Data Entry/Quality Control, and Customer Service and associated staff members including interns. Develops policies and/or strategies for staff development and training to improve performance and customer responsiveness. Participate in resolution of employee discipline. Develop, approve, and enforce multi-unit policies, procedures and standards.

Represent the Operations Director in his/her absence and complete other miscellaneous duties, as requested.

Reports to: Director of Operations and Community Affairs

Minimum Qualifications:

High School Diploma or General Education Development (GED) diploma. Ability to type approximately 40 wpm and operate standard office equipment associated with the office environment. Demonstrated experience in a supervisory capacity. Must have the ability to communicate effectively verbally and in writing.

Special Requirements:

Must be able to submit to and pass a personnel background investigation including: a BCI Criminal Web Check, a driving record check, civil and professional licensing records check and references.

RESUME AND/OR APPLICATION MATERIALS ON FILE WILL INDICATE HOW THE MINIMUM QUALIFICATIONS WERE MET.

If you have any questions or concerns regarding this position, please contact:

Human Resources Department Franklin County Recorder's Office	Phone: (614) 525-3298
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