

# POSITION DESCRIPTION

## FRANKLIN COUNTY RECORDER'S OFFICE

<b>WORKING TITLE/ CLASSIFICATION:</b>	Customer Service Clerk
<b>SALARY/PAY RANGE:</b>	Determined by appointing authority, based on qualifications
<b>BENEFITS:</b>	As approved by appointing authority.
<b>JOB LOCATION:</b>	373 South High Street, 18 <sup>th</sup> Floor, Columbus, Ohio, Franklin County
<b>HOURS OF OFFICE:</b>	8:00 a.m. – 5:00 p.m. M-F
<b>DIVISION:</b>	Recording Services Division; Customer Service
<b>OFFICE:</b>	Franklin County Recorder Terry J. Brown, 373 S. High St., 18 <sup>th</sup> Floor, Columbus, Ohio 43215
<b>POSITION STATUS:</b>	Full-Time; Permanent; Non-exempt, Classified

### Job Duties:

Responsible for reviewing and filling customer's request for a full range of legal documents recorded in the Recorder's Office. Processes customer requests by fax, mail, and in person by utilizing microfiche, microfilm, roll-film, electronic images, and photo copies from manual books kept by the Recorder's Office; certifies requested documents, applies fees in accordance with the Ohio Revised Code; and disburses these requests by fax, mail, and in person. Labels and scans original recordings of subdivision and condominium plats to be converted over to image vault. Responsible for separating and distributing all original recordings back to the filer. Responsible for generating reports to track the original recordings destinations. Responsible for archiving unclaimed and returned originals. Answers public and departmental inquiries regarding recorded documents. Prepares correspondence to answer questions regarding requests and why they were not processed, and enters this information into a computer system. General maintenance of reader-printer equipment. Inputs information into a log used for tracking work statistics.

Balances cash drawer and reconciles with the submitted requests to ensure that the fees have been recorded accurately. Complete daily deposits and debits collected from escrow accounts in the Recorder's Office and forward for reconciliation, and is accountable for assigned cashiering bank daily.

Other duties assigned to them by Senior Deputy Recorder or designee.

**Reports to:** Senior Deputy Recorder of the Customer Service Department

### Minimum Qualifications:

High School Diploma or General Education Degree (GED); Ability to read and comprehend simple correspondence. Experience in clerical/office duties, perform

mathematical computations, communicate clearly and concisely both orally and in writing, calculate fees, make change and balance cash receipts. Ability to work in standard office environment. Knowledge of various types of recorded/filed documents and the affect of recording them. Knowledge of legal requirements to record documents. Knowledge of Microsoft Office applications

**Special Requirements:**

May require lifting books that weigh as much as 10lbs. as well as bending of knees and back. Must be able to submit to and pass a personnel background investigation including: a BCI Criminal check, a driving record check, civil and professional licensing records check and references check.

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:**

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