

# FRANKLIN COUNTY RECORDER'S OFFICE

An Equal Opportunity Employer  
**POSITION DESCRIPTION**

Page 1 of 3

---

<b>Employee Name:</b>	<b>Position Title:</b> Customer Service Clerk
<b>Dept.:</b> Customer Service	<b>Employment Status:</b> Full-Time
<b>Reports to:</b> Customer Service Supervisor	<b>FLSA Status/Pay:</b> Non-exempt
<b>Normal Hours:</b> 40 hours; Monday–Friday	<b>Civil Service Status:</b> Classified
<b>EEO Status:</b> 06 – Administrative Support	<b>Pay Range:</b> \$20.25 – \$26.00

---

**QUALIFICATIONS:** An example of acceptable qualifications:

Completion of secondary education or equivalent (high school diploma or GED); six (6) or more months of related experience and/or training; or any equivalent combination of education, experience, and training which provides the required knowledge, skills, and abilities.

**LICENSURE OR CERTIFICATION REQUIREMENTS:**

None.

**EQUIPMENT OPERATED:** The following are examples only and are not intended to be all inclusive:

Personal Computer, computer software (e.g., Microsoft Office, Outlook, Teams, County Fusion, ID Maker Software, Adobe, and other applicable computer software), fax machine, microfiche/film reader, printer, copier, scanner, telephone, postage machine, and other standard modern business office equipment.

**INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:**

Employee has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); has contact with potentially violent or emotionally distraught persons; this is considered sedentary work and the employee must demonstrate the ability to perform the physical demands required of the position in accordance with the U.S. Department of Labor's physical demands strength ratings.

In cases of emergency, unpredictable situations, and/or department needs, may be required to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend.

**JOB DESCRIPTION AND WORKER CHARACTERISTICS:**

JOB DUTIES in order of importance

**ESSENTIAL FUNCTIONS OF THE POSITION:** For purposes of 42 USC 12101:

- 50% (1) Responds to and resolves inquiries and complaints from the public and other departments and agencies; answers public and departmental inquiries regarding recording documents; answers calls to the office phone queue; assists with reviewing and filing customer requests for a full range of recorded legal documents; processes customer requests by fax, mail, email, phone, 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, and applies the appropriate fees in accordance with the Ohio Revised Code; scans and labels original recordings of subdivision and condominium plats to be converted over to the image vault; separates and distributes all original recordings back to the filer; archives unclaimed and returned originals; compiles and prepares reports; maintains records; prepares routine correspondence.
- 5% (2) Balances cash drawer and reconciles with the transactions to ensure that the fees have been recorded accurately; completes daily deposits and debits collected from escrow accounts in the Recorder's Office and forwards for reconciliation; verifies morning cash bank and is accountable for assigned daily cashing bank.

# FRANKLIN COUNTY RECORDER'S OFFICE

An Equal Opportunity Employer  
**POSITION DESCRIPTION**

Page 2 of 3

---

**Employee Name:**

**Position Title:** Customer Service Clerk

---

- 15% (3) Performs various departmental tasks including disposition of recorded documents, creating Vet IDs, recording searches, processing mail; knowledge of fee schedules, escrow deposits, Microfiche, Financial Statement Recordings, and Plat Recordings.
- 20% (4) Digitization of previously recorded documents including scanning, image corrections, adjustments to document scans and rescans; Performs corrections to previously recorded documents.
- 5% (4) Assists management, team members, and other departments, as necessary with additional projects; cleans and maintains equipment.
- (5) Attends meetings, as directed; attends training and seminars, as directed.
- (6) Maintains required licensure or certification, if any.
- (7) Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.
- (8) Demonstrates regular and predictable attendance.

## **OTHER DUTIES AND RESPONSIBILITIES:**

- 5% (1) Performs other duties as assigned.

## **MINIMUM ACCEPTABLE CHARACTERISTICS:** (\*indicates developed after employment)

**Knowledge of:** office practices and procedures; \*County/department goals and objectives; \*County/department policies and procedures; \*workplace safety practices and procedures; \*personnel rules and regulations; \*laws, rules, and regulations regulating the operation of the Recorder's Office; computer software; records management; English grammar and spelling; customer service techniques; microfilming techniques.

**Skill in:** typing; data entry; word processing; computer operation; use of modern office equipment; operation of microfilm equipment.

**Ability to:** carry out instructions in written, oral, or picture form; deal with problems involving few variables within familiar context; read, copy, and records figures accurately; add, subtract, multiply, and divide whole numbers; copy records precisely without error; prepare accurate documentation; complete routine forms; communicate effectively; understand a variety of written and/or verbal communications; maintain records according to established procedures; develop and maintain effective working relationships; lift files, files boxes, ledger books, etc.; travel to and gain access to work site; be attentive to detail.

## **POSITIONS DIRECTLY SUPERVISED:**

None.

# FRANKLIN COUNTY RECORDER'S OFFICE

An Equal Opportunity Employer  
**POSITION DESCRIPTION**

Page 3 of 3

---

---

**Employee Name:**

**Position Title:** Customer Service Clerk

---

---

---

---

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand and agree with the contents of this position description.

\_\_\_\_\_  
(Signature of Appointing Authority/Designee)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Signature of Employee)

\_\_\_\_\_  
(Date)