

SUPERVISING REGISTRY CLERK

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for supervising a unit of clerical employees engaged in the provision of clerical support in the Office of the County Clerk. The position supervises other employees involved in the delivery of clerical support functions. An employee in this position would be expected to perform the following functions: supervisory duties which include scheduling and maintaining coverage, assigning employees to a specific unit or function within their title, and job and performance counseling; interpreting changes in rules and regulations, modifying office procedures accordingly and disseminating to staff; researching and rectifying problem transactions which cannot be processed by other office staff; and performing any work that may be required of a clerical title in a lower grade. This position differs from Principal Registry Clerk because of the full supervisory responsibility. General direction is received from higher level administrative staff. Supervision is exercised over the work of lower level employees, including performance counseling and appraisals, and scheduling for coverage.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level clerical support titles. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Supervises a unit of program support employees including the distribution and review of work, coverage of all unit activities, assigning employees to a specific unit or function within their title, and job and performance counseling;
2. Maintains contacts with County Attorney, and representatives of the Supreme Court to clarify problems with judgments, convictions and fines or surcharge balances; resolves problems with legal interpretations;
3. Assists subordinate staff in responding to clients and public in difficult or non-routine situations;
4. Acts as a liaison between administration and staff; attends department meetings and disseminates information to unit employees; interprets and clarifies policies and procedures;
5. Gathers, compiles and evaluates information and records, prepares reports and makes recommendations;
6. Develops and maintains procedural manuals for staff; conducts training sessions for staff and frequent users of Record Room, i.e., title searchers, attorneys;
7. In conjunction with administrative staff, adapts and utilizes new technologies for the automation of record keeping procedures in the department.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the legal requirements, rules and procedures of the County Clerk's Office necessary to supervise and train others, act as a resource and independently perform the work activities associated with that program;

Knowledge of the rules and procedures of processing paperwork related to all departmental activities necessary to interpret changes in regulations and modify existing systems;

Knowledge of supervisory practices including scheduling and organizing work flow, resolving staff and procedural problems and evaluating employee performance;

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FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (Cont'd)

Knowledge of office practices necessary to establish and revise office procedures to eliminate duplication and provide for maximum efficiency;
Knowledge of computational skills to verify calculations, balance accounts and/or report work activity totals;
Knowledge of software packages for word processing to produce reports and letters, database management and spreadsheets to track information;
Skill in operating office equipment to identify problems and make minor repairs and maintenance of equipment;
Ability to organize, maintain and extrapolate information from records;
Ability to speak knowledgeably and with authority about program functions and to advise staff on how to address situations that occur;
Ability to train employees in departmental procedures and guidelines;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and five years of full-time clerical work experience which included public contact, one year of which involved processing legal documents and one year of which was supervisory (at least two employees).

NOTE: College education may be substituted for work experience on a year for year basis (30 credits equal to one year), for the non-specific clerical work experience only.

SPECIAL REQUIREMENT:

1. **CITIZENSHIP:** United States citizenship is required.

2. **NOTARY PUBLIC:** In some positions in this title, the appointing authority may require employee to acquire licensing as a Notary Public.