



# BOARD OF SUPERVISORS AGENDA ITEM REPORT

Requested Board Meeting Date: 5/2/2023

\*= Mandatory, information must be provided

Click or tap the boxes to enter text. If not applicable, indicate "N/A".

**\*Title:**

Classification and Compensation Matters – New Job Classifications

**\*Introduction/Background:**

The Pima County Recorder requested new job classifications to identify the unique responsibilities of recording documents. As such, it was necessary to create three new job classifications that clearly articulate the duties and responsibilities for these roles as they pertain to the Recorder's Office.

**\*Discussion:**

The Recorder's Office is currently using generic administrative job classifications for the roles described above. The three new job classifications that have been developed more clearly define the duties and responsibilities attributed to each of these positions. If approved, the new job classifications will enable the department to recruit candidates with the appropriate education and experience to perform the required duties and responsibilities.

**\*Conclusion:**

The proposed new job classifications will provide a more accurate description of the work assigned to these positions within the Recorder's Office, as well as define the qualifications required to be successful in these positions.

**\*Recommendation:**

It is recommended the following job classifications be approved for use within the County's classification system: Class Code 1130, Class Title Recording Technician, Salary Grade 32, Salary Range \$33,904 - \$49,857, EEO Code 6 (Administrative Support), FLSA Code Non-Exempt (Paid Overtime) / Class Code 1131, Class Title Recording Specialist, Salary Grade 38, Salary Range \$38,355 - \$57,179, EEO Code 6 (Administrative Support), FLSA Code Non-Exempt (Paid Overtime)/ Class Code 1132, Class Title Recording Unit Supervisor, Salary Grade 47, Salary Range \$47,008 - \$69,576, EEO Code 6 (Administrative Support), FLSA Code Non-Exempt (Paid Overtime).

**\*Fiscal Impact:**

The creation of these job classifications has no immediate cost impact to the County, as any additional costs incurred in hiring a position allocated to this job classification will be borne by the department from within its current budget. Cost impact in future budget years will be planned for by the department through the County's normal budget process.

**\*Board of Supervisor District:**

1    2    3    4    5    All

Department: Human Resources

Telephone: 520-724-8028

Contact: Dustin Green

Telephone: 520-724-8111

Department Director Signature: \_\_\_\_\_

Date: \_\_\_\_\_

4/12/23

Deputy County Administrator Signature: \_\_\_\_\_

Date: \_\_\_\_\_

County Administrator Signature: \_\_\_\_\_

Date: \_\_\_\_\_

4/12/2023

*Code: 1132*

*Title: RECORDING UNIT SUPERVISOR*

**SUMMARY:** Supervises the operations and personnel of the Recording Unit in the Recorder's Office. The incumbent participates in the recordation functions of the unit and has the authority to alter procedures of work sequences of the unit. The incumbent also performs complex paraprofessional, process-oriented work in recordation that requires extensive technical knowledge of the recording process, relevant Title 11 statutes, and regulations related to records management.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Supervises, coordinates, and oversees the activities of recording technicians, recording specialists, and the micrographics unit;

Develops, recommends and implements improved operational procedures and work processes;

Evaluates employee performance, makes recommendations on hiring, termination, and related personnel activities, and initiates progressive discipline process as necessary;

Evaluates proposed information system applications, products and programs and upgrades for unit use, participates in database maintenance planning;

Establishes filing procedures and supervises maintenance of manual and automated files;

Ensures cash drawer policies and procedures are followed and supervises the daily balancing of cash transactions, electronic deposits;

Prepares weekly balance closeout of funds from prepaid accounts to revenue accounts by transferring recording revenue funds to Pima County Treasurer;

Prepares new customer contracts and MOUs with other government agencies for e-recording accounts;

Compiles statistical and operational data reports required for budget preparation purposes;

Supervises inventory control, ordering, receipt, delivery and storage of recordation and micrographic supplies;

Performs annual review of County departments' access to recording database; assigns department access allotment, and updates login information for County users yearly;

Responsible for other duties as assigned to ensure efficient functions of the recording unit.

#### **KNOWLEDGE & SKILLS:**

Knowledge of:

- Business English, spelling grammar, punctuation, and composition;
- principles and practices of employee supervision and training;
- Arizona State Revised Statutes, rules, regulations, policies, and other procedures related to document recording requirements;
- legal documents and map types subject to recording;
- applications of automated information systems;
- research and analysis techniques for legal document examination;
- office practices, procedures, automated filing systems, and equipment;
- functions of County departments, other outside agencies, and cities and towns related to property development.

Skill in:

- prioritizing multiple tasks and activities for assigned units;
- reading and interpreting legal documents, maps and land surveys and assuring that pertinent documentation is complete and accurate when reviewing recorded documents;

- communicating effectively, orally and in writing, and the ability to resolve customer problems;
- maintaining appropriate security and confidentiality of sensitive documents and information;
- making mathematical calculations and performing basic accounting duties.

MINIMUM QUALIFICATIONS:                      EITHER

1)An Associate's degree from an accredited college or university or technical trade school in business administration or a closely related field as defined by the appointing authority at time of recruitment and three years of technical or administrative support (other than routine clerical support) experience in processing subdivision plats, development plans, rezoning applications, real estate documents, or other comprehensive planning materials commonly used in a construction, real estate, legal, or public-sector planning or development setting, one year of which was in a lead or supervisory capacity.

OR

2)Three years of experience with Pima County as a Recording Technician, or other similar administrative classification as defined by the appointing authority at the time of recruitment.

OR

3)Two years of experience with Pima County as a Recording Specialist.

(Relevant experience and/or education from an accredited college or university may be substituted.)

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require a valid Arizona Class D driver license at the time of application or prior to completion of initial/promotional probation. Failure to maintain the required licensure shall be grounds for termination.

Special Notice Items: Some positions may require demonstrable fluency in English and a second language as determined by the appointing authority.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

*Code: 1131*

*Title: RECORDING SPECIALIST*

**SUMMARY:** Provides paraprofessional administrative support to the recording unit by acting as a lead to Recording Technicians. This position is distinguished from the Recording Technician in that it has oversight responsibility regarding daily workflow assignments, training duties for new hires, and assisting customers with complex recording needs.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Supervises and coordinates recording technician staff by determining work priorities, assigns tasks, and creates schedule to ensure adequate coverage;  
Assists in the development of and conducts training for newly hired staff members and provides input to unit supervisor for staff performance evaluations;  
Ensures recording technicians are following appropriate procedures and following regulatory compliance guidelines;  
Determines validity and accuracy of recorded documents and initiates actions to correct recording errors with recording technicians;  
Provides specialized problem-solving support by responding to complex questions from citizens, legal offices, realtors, and other government agencies that require explanation or application of department procedures and policies, A.R.S statute compliance, or other regulatory framework;  
Manages the court ordered record redaction process for legally protected individuals;  
Opens and closes the vault and prepares the daily deposits in AMS including daily cash receipts received and processing electronic payments;  
Monitors the Web-Orders and provides technical support as it relates to access issues and/or accounting issues and deposits from subscriber accounts;  
Maintains appropriate security and confidentiality of sensitive documents and information;  
May Cross-train as support backup to the Voter Registration Unit and other election related activities during an election cycle;  
Responsible for other duties and special projects as assigned to ensure efficient functions of the recording unit.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- Business English, spelling grammar, punctuation, and composition;
- principles and practices of employee supervision and training;
- Arizona State Revised Statutes, rules, regulations, polices, and other procedures related to document recording requirements;
- legal documents and map types subject to recording;
- applications of automated information systems;
- research and analysis techniques and legal document examination;
- office practices, procedures, automated filing systems, and equipment;
- functions of county departments, other outside agencies, and cities and towns related to property development.

Skill in:

- planning, prioritizing assignments, and reviewing the work of staff;
- reading and interpreting legal documents, maps and land surveys, and assuring that pertinent documentation is complete and accurate when reviewing recorded documents;
- communicating effectively, orally and in writing, and the ability to resolve customer problems;
- use of automated information systems to maintain data and produce documents;
- making mathematical calculations and performing basic accounting duties.

MINIMUM QUALIFICATIONS:                      EITHER

1) Four years of experience providing overall support and coordination for a department or specialized program, that demonstrate the required knowledge and skills, and one year performing lead or supervisory duties. (Lead or supervisory experience may be concurrent with required experience.)

OR

2) Two years of experience with Pima County as a Recording Technician or other similar clerical, technical or administrative classification as defined by the appointing authority at the time of recruitment.

(Relevant education from an accredited college, university, trade or vocational school may substitute.)

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require a valid Arizona Class D driver license at the time of application or prior to completion of initial/promotional probation. Failure to maintain the required licensure shall be grounds for termination.

Special Notice Items: Some positions may require demonstrable fluency in English and a second language as determined by the appointing authority.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Code: 1130

Title: RECORDING TECHNICIAN - RECORDER'S OFFICE

**SUMMARY:** Provides direct support to the public, commercial real estate organizations, development and construction entities, government agencies, and law offices by accepting legal instruments for recordation and verifying document compliance with Arizona Revised Statutes and regulations. It is differentiated from other clerical and administrative support classifications by the technical and legal knowledge required related to the application of relevant statutory obligations and Arizona State requirements regarding the handling of sensitive and/or confidential information.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Performs accurate primary data entry into the specialized recording database;

Performs quality control and maintenance on specialized recording database by conducting a secondary review of documents recorded and entered by staff ensuring accuracy, completeness, and proper use of indexing codes;

Interprets submitted documents for recordation to determine functional use of the document as a legal instrument for real property purposes, legislative actions of local government agencies, and other various legal activities;

Identifies and distinguishes between multiple legal document types, and understands the legal descriptors of associated recorded documents;

Processes e-recorded documents and paper-recorded documents by reviewing submitted documents for informational errors and completeness in compliance with Arizona Revised Statute;

Uses critical analysis skills to problem-solve technical issues associated with document recordation, including but not limited to, workflow management, and equipment malfunctions;

Maintains specialized tracking logs for various aspects of the recording process, including, but not limited to, recordation rejection rates, recordation volume rates, daily revenue tracking, and certified mail receipt;

Operates specialized microfilm and microfiche equipment for public records request research;

Communicates with the public, title companies, legal offices, realtors, and other government agencies via email, and formal correspondence regarding recordation issues, rejections, subscriber account balances, and other problems or inquiries that may occur related to recording;

Provides customer service support to constituents, legal couriers, and other government representatives at the front counter or on the phone by answering questions, providing recording instructions, and directing customers to the proper department or government agency to assist with customer needs;

Researches complex customer inquiries using specialized search techniques to query the indexed recording database;

Maintains appropriate security for managing confidential information, including mandatory court ordered redaction of public records, applying statutory redaction requirements to public record requests for personal identifying information, and performing courier tasks for sensitive and/or confidential documents to other county departments;

Manages incoming and outgoing recordation mail including the distribution/review of new documents for recordation, and operating the postage equipment;

Handles money transactions and point of sale credit payments at the front counter, with the general public, recording account holders, and e-recording subscribers, maintains a balanced cash draw and performs a daily funds reconciliation report;

May cross-train as support backup to the Voter Registration Staff and participate in other election related activities during an election cycle, including but not limited to, voter registration data entry, signature verification, transporting, and set-up of election equipment and materials, and other early voting procedures.

KNOWLEDGE & SKILLS:

Knowledge of:

- Business English, spelling grammar, punctuation, and composition;
- Arizona State rules, regulations, polices, and procedures related to document recording requirements;
- Real Estate and other real property development actives;
- legal documents and map types subject to recording;
- applications of automated information systems;
- research and analysis techniques and legal document examination;
- office practices, procedures, automated filing systems, and equipment;
- functions of county departments, other outside agencies, and cities and towns related to property development.

Skill in:

- reading and interpreting legal documents, such as deeds and easements, to determine property ownership and document's legal purpose;
- reading and interpreting maps and land surveys for recordation;
- assuring that pertinent documentation is complete and accurate before recording the document;
- explaining the recording process to the public and soliciting additional information as needed;
- communicating effectively, orally and in writing, and the ability to resolve customer problems;
- use of automated information systems to maintain data and produce documents;
- maintaining appropriate security and confidentiality of sensitive documents and information;
- making mathematical calculations and performing basic accounting duties.

MINIMUM QUALIFICATIONS:

EITHER

1) Three years of experience performing clerical or administrative tasks including two years of experience providing overall support and coordination for a department, specialized program, or small business.

OR

2) Two years of technical or administrative support (other than routine clerical support) experience in processing subdivision plats, development plans, rezoning applications, real estate documents, or other comprehensive planning materials commonly used in a construction, real estate, legal, or public-sector planning or development setting.

OR

3) Two years of experience providing clerical or paraprofessional support with another public-sector agency as a permitting technician, addressing technician, code enforcement technician or two years of experience providing clerical or paraprofessional support with Pima County as defined by the appointing authority at the time of recruitment.

(Relevant education from an accredited community college, trade, or vocational school may substitute for up to two years of the aforementioned experience.)

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require a valid Arizona Class D driver license at the time of application or prior to completion of initial/promotional probation. Failure to maintain the required licensure shall be grounds for termination.

Special Notice Items: Some positions may require demonstrable fluency in English and a second language as determined by the appointing authority.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

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Pima County

Proposed New Classification 5/2023