SAN JUAN COUNTY
POSITION DESCRIPTION

Position Title: Administrative Specialist III
Date: October 15, 2010
Reports to: County Auditor
Department: Auditor’s Office
FLSA Status: Nonexempt
Positions Supervised: None

BASIC FUNCTION: Customer Service is the public face of the Auditor’s office, serving customers at the customer service desk in the recording and licensing functions. The lead in this area will be fully cross-trained in all customer service responsibilities and will also prepare and track paperwork for the County Septic Loan program; administer the County’s dog license program; train and schedule Customer Service staff; ensure proper transfer of recording revenue into the County’s Financial Management System; reconcile the DOL checking account; and transfer the County’s share of DOL revenue to the Treasurer for deposit. Work is performed under the general supervision of the Auditor. As a public employee, the Administrative Specialist III will exemplify courtesy and will adhere to the highest standard of ethics in accordance with RCW 42.52.

MINIMUM QUALIFICATIONS: High school diploma or equivalent and five years’ general office work experience with emphasis on math and accounting skills, or any equivalent combination of education and experience that demonstrates the ability to perform the essential functions of the job. Must be a state-certified Vehicle Field System Operator. Position requires strong organizational, communication and computer skills. The ability to speak Spanish is a plus, but is not required.

PRINCIPAL DUTIES - Asterisk designates essential function:
Licensing: All of the responsibilities of the Customer Service Specialist II, plus:
*1. Train new employees in Licensing procedures.
*2. Handle unusual complaints or problems in Licensing.
*3. Maintain inventory of DOL supplies.
*4. Transfer the County’s share of DOL revenue to the Treasurer for deposit.
5. Assist with daily cash reconciliations as needed.
6. Grade licensing certification examinations.

Recording: All of the responsibilities of the Customer Service Specialist II, plus:
*1. Train new employees in Recording procedures.
*2. Handle unusual complaints or problems in Recording.
*3. Invoice on-account recording customers monthly.
*4. Ensure proper transfer of recording revenue into the County’s Financial Management System.
5. Maintain map copy machine, regular copy machine and microfilm reader/printer, including ordering supplies for each. Maintain and modify (as required) recording system, including programming fees and document and entity codes.

Administration/Accounting: All of the responsibilities of the Customer Service Specialist II, plus:
*1. Schedule Customer Service staff, ensuring adequate staffing for lunch, vacations, etc.
*2. Prepare, administer and maintain County Septic Repair Loan Program. Correspond with the parties involved when preparing documents and regarding questions of payment. Prepare and present supporting documentation along with the application to Auditor for approval of loan. Upon completion of

CLASSIFICATION: Administrative Specialist III
PAY RANGE: H-5
OCCUPATIONAL GROUP: 2
BARGAINING UNIT: Local 1849
installation, process original bills from contractors, prepare Deed of Trust and Promissory Notes for
customer to sign, and have Deed of Trust recorded.

*3. Assist members of the Auditor’s accounting staff as needed. Responsibilities may include: processing
accounts payable, updating spreadsheets, verifying reports, entering data, filing and more.

**Other Responsibilities:** *All of the responsibilities of the Customer Service Specialist II, plus:*

*1. Administer dog licensing function. Order dog tags and forms and distribute them to Animal Protection
Societies, veterinary clinics, and other agencies. Track money collected and all tags sold within the
County.

2. Maintain Licensing and Recording sections of the Auditor’s webpage.

*3. Acts within the scope of his or her responsibilities, working as a public employee and municipal officer with
courtesy and professionalism, and adhering to the highest standard of ethics in accordance with RCW 42.52.

4. Perform other duties as assigned.

The duties listed above are intended only as general illustrations of the various types of work that
may be performed. Specific statements of duties not included does not exclude them from the
position if the work is similar, related, or a logical assignment to the position. Job descriptions are
subject to change by the County as the needs of the County and requirements of the job change.
Weekly hours may vary based on job requirements.

**PHYSICAL AND MENTAL REQUIREMENTS:** Requires sustained standing, waiting on counter
customers; and sustained sitting, performing data entry on computer. Requires lifting boxes weighing
up to 15 pounds. Requires continuous hand and finger movement. Requires visual acuity to within
20 inches. The employee must be able to talk and to receive and understand written and oral
communication and give written and oral instruction. The position requires the ability to calculate
mathematical problems.

**EQUIPMENT REQUIREMENTS:**

<table>
<thead>
<tr>
<th>Equipment/Tool</th>
<th>No. of Hours</th>
<th>Frequency of use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone / Fax</td>
<td>2</td>
<td>X</td>
</tr>
<tr>
<td>Copy machine</td>
<td>1</td>
<td>X</td>
</tr>
<tr>
<td>Computer</td>
<td>8</td>
<td>X</td>
</tr>
<tr>
<td>Calculator</td>
<td>.5</td>
<td>X</td>
</tr>
<tr>
<td>Scanner</td>
<td>1</td>
<td>X</td>
</tr>
<tr>
<td>Large-format copier/scanner</td>
<td>1</td>
<td>X</td>
</tr>
<tr>
<td>Microfilm/fiche reader/printer</td>
<td>5</td>
<td>X</td>
</tr>
</tbody>
</table>

**WORKING CONDITIONS:** Normal office environment.