



FRANKLIN COUNTY JOB POSTING Customer Service Specialist I

Open Date: May 5, 2022	Location: Franklin County Courthouse 1016 N 4 th Ave Pasco, WA
Close Date: June 6, 2022	Type: Full-Time, Bargaining
Reports to: Administrative Assistant (Auditor's Office)	FLSA Status: Non-Exempt
Salary and Benefits: Grade 11, Starts at \$16.82/Hour; Full Benefits Package	

SUMMARY

The Customer Service Specialist I serves as the primary customer contact person for the Recording and Department of Licensing (DOL) departments within the Auditor's Office, performing a variety of job duties which support the licensing and recording functions

ESSENTIAL FUNCTIONS OF THE JOB

- Assists the public by phone, correspondence, or in-person regarding licensing or recording requirements, laws, and related procedures.
- Reviews and interprets documents submitted for accuracy and completeness to ensure the statutory requirements for recording have been met.
- Processes document recording, vehicle title transfers, licensing, and copy, license, and search fees.
- Records and indexes documents into recording system. Compiles and updates automated files, maintains database, and makes necessary modifications to correct indexes.
- Pursues self-development and continuing personal development of skills and knowledge by attending ongoing educational workshops, reviewing professional publications, and establishing personal networks.

KNOWLEDGE, SKILLS, AND ABILITIES

- General knowledge of laws and regulations regarding vehicle licensing and registration.
- General knowledge of Revised Code of Washington (RCW), and ability to interpret, and apply, RCWs regarding document-recording requirements.
- General knowledge of principles, practices, and techniques and related to tools, equipment, and technology as they relate to area(s) of assignment according to current department and County practices.
- General skills in troubleshooting and resolving issues or problems by analyzing problems, identifying alternative solutions, interpreting compliance documentation, projecting consequences of proposed actions and implementing recommendations in support of goals.
- General time management and mental and physical organization skills that support the ability to focus, have clarity, and use strategy to fulfill a variety of tasks successfully.
- Proficient computer skills in Word, Excel, Outlook, the internet for research, and the ability to learn and develop proficient skills in the current County-wide enterprise resource planning software.
- Ability to interpret and apply licensing policies, procedures and legal requirements.
- Ability to maintain the confidentiality of sensitive and/or confidential information.

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- Ability to write and speak clearly and concisely and to express ideas and recommendations effectively orally and in writing.
- Ability and willingness to establish and maintain communication and working relationships with peers, representatives from other agencies, vendors, public officials, and the general public using courtesy, tact, and good judgment.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work may be performed in the following environmental conditions:
 - constantly: in an office environment, and
 - occasionally: near moving mechanical parts.
- The noise level in the work environment is usually moderate, a typical office environment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The person in this position must be able to

- spend the following amount of time in an activity:
 - constantly: sit for extended periods of time and use hands and/or fingers to handle, feel, or operate equipment or tools, and
 - frequently: talk or hear and reach with hands and arms, and
 - occasionally: stand or walk for extended periods of time, climb, pull, push or balance, and stoop, kneel, crouch, or crawl.
- carry or transport up to 50 pounds occasionally.
- have peripheral vision, depth perception, the ability to adjust focus, and have close vision (1-20 inches) and distance vision (20 feet or more).

QUALIFICATIONS

REQUIRED EDUCATION AND EXPERIENCE

- High School Diploma, OR G.E.D.
- One year of title or real estate office experience

OR

- Any combination of education and experience which would provide the applicant with the desired knowledge, skills, and abilities required to perform the job.

PREFERRED EDUCATION AND EXPERIENCE

- Ability to speak, read, and write Spanish

LICENSES, CERTIFICATES, AND OTHER QUALIFICATIONS

- Employment at Franklin County is contingent upon the results of a background check and eligibility for coverage by the County's liability insurance carrier. Depending upon the position, background checks may include personal and professional references, social security verification, education and professional licensing verification, financial history, and criminal history.

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- Department of Licensing Certified Operator certification, or ability to obtain within three years.
- Valid driver's license if driving a vehicle for County business.

OTHER DUTIES DISCLAIMER

The statements herein describe the principal functions of this job, level of knowledge and skills typically required, scope of responsibility, work requirements and working conditions, but are not all-inclusive. Individuals may perform other duties and Franklin County, Washington reserves the right to modify, add or remove duties, and assign other duties as necessary, including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.

Refer to Franklin County Website for complete job posting and application instructions.

*APPLICANTS MAY PICK UP AND RETURN THE APPLICATION TO:
Franklin County Human Resources • 1016 N.4th Avenue, A101 • Pasco, WA 99301 • 509-546-5813*

OR DOWNLOAD FROM THE COUNTY WEBSITE AT: www.co.franklin.wa.us

E-MAIL COMPLETED APPLICATION PACKAGE TO: hr@franklincountywa.gov

Selection based on qualifications, interview, background checks and drug screening, where applicable.

FRANKLIN COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

If you require an accommodation in the recruitment process or an alternate format of application materials, please contact the Human Resources Department at 509-546-5813.