

RECORDS SUPPORT ASSISTANT IV*

DISTINGUISHING FEATURES OF THE CLASS: This is specialized coordinating and clerical work involving responsibility for overseeing and participating in a variety of activities concerning the provision of documents and miscellaneous services to the public. The specific duties will depend on the area of assignment. The work is performed under the general direction of a higher-level administrator or supervisor and supervision is provided to clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises staff by planning schedules, assigning and reviewing work, coordinating work processes in various areas, etc.;

Responds to questions, resolves problems and explains procedures, laws, etc. regarding applications filed for passports, pistol licenses, business certificates, etc.;

Oversees and participates in the processing of legal documents (e.g., certification of legal documents, processing passport applications, entry and retrieval of legal documents, etc.);

Reviews and monitors work to ensure legal compliance in the accessing, processing and release of documents;

Acts as liaison with staff of other units in order to discuss issues of mutual concern and resolve problems;

Meets with management to analyze current services and to discuss developments and improvements;

Oversees financial recordkeeping and generates reports indicating fees collected for services provided in the specified area of responsibility;

Enters and verifies data into computer system;

Acts for and in place of a higher-level administrator or supervisor, when necessary;

May certify legal documents.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology and procedures; thorough knowledge of legal forms, documents and related terminology especially as they pertain to public and land records; good knowledge of business arithmetic and English; ability to supervise the work of others; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relations with others, especially members of the public; ability to use computer software as it applies to the various functions **; ability to prepare clear and accurate reports.

MINIMUM QUALIFICATIONS:

1. Graduation from high school or possession of an equivalency diploma and four (4) years of responsible*** office clerical or supervisory experience, two (2) years of which must have substantially included the maintenance and/or retrieval of public records; or
2. An Associate's degree or equivalent college credits (minimum of sixty (60) credits) and two (2) years of responsible*** office or supervisory experience and two (2) years of which must have substantially included the maintenance and/or retrieval of public records.

NOTES:

1. A Bachelor's degree or higher may be deemed fully qualifying.
2. The Rockland County Clerk's Office requires possession of a New York State Notary Public at the time of examination.

(over)

SPECIAL REQUIREMENTS:

1. If employed by any other appointing authority you may be required to obtain a New York State Notary Public.
2. If required, the New York State Notary Public must be maintained throughout the course of employment in this title.

PROMOTION: One (1) year of permanent status as a Records Support Assistant III.

*This reflects a retitling of Records Coordinator.

**To be demonstrated during the probationary period.

***Responsible office clerical experience shall be defined as experience involving making decisions with significant and broad consequences and being accountable for work products related to a procedure, project or program. Responsible experience may also include organizing priorities or supervising the work of others.