

UNION COUNTY, PENNSYLVANIA CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: RECORDS TECHNICIAN

PURPOSE OF CLASSIFICATION

The purpose of this classification is to update and maintain real estate and occupational data in department databases, to process a variety of related reports and maps, and to provide general customer service and clerical support to the department.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Updates and maintains information into department databases; enters information; creates new files; purges old data as appropriate; makes copies and distributes to appropriate parties; verifies accuracy and completeness of all information entered; may create new databases as needed.

Maps parcels, subdivisions and other information for assessment; researches information; plots maps from deed coordinates; creates maps utilizing computer-aided drawing software.

Performs customer service functions; provides information/assistance on the phone or in person; responds to routine questions or complaints; researches problems/complaints and initiates problem resolution.

Enters information into department databases; updates database information; creates new spreadsheets/files; purges old data as appropriate; makes copies and distributes to appropriate parties; maintains copies in department manual files.

Creates and generates various reports such as STEB reports, notices, proof listings, paid taxes, County reports and others as needed; performs research and compiles information; submits reports to appropriate personnel.

Ensures maintenance of all department databases and computer software and hardware; upgrades and maintains databases for assessment functions; makes recommendations for upgrades and changes.

Maintains departmental file system: compiles documentation; prepares and sets up files, sorts/organizes documents, and files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents; conducts records maintenance activities in compliance with guidelines governing record retention.

Prepares and proofs real estate and occupational tax bills and duplicates for county, school districts, townships and tax collectors from compiled computer records.

Performs other clerical tasks, such as sending and receiving faxes, making copies, typing correspondence, sorting, organizing, opening, and/or distributing incoming mail, processing outgoing mail.

Prepares or completes various forms, reports, correspondence, property record cards, annexations, tax maps, STEB reports, Clean and Green report, invoices, public utilities report, exempt parcel report, tax reports, homestead mail tracking sheet, maps, or other documents.

Receives various forms, reports, correspondence, deeds, data collection forms, STEB input sheets, plot and subdivision maps, building blue prints, tax bills, checks, taxpayer returns, property records, letters, emails, invoices, manuals, GIS maps, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Communicates with supervisor, co-workers, County employees from various departments, taxpayers, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

Operates a personal computer, general office equipment, architectural drawing tools, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by one (1) year(s) of experience in data entry, database maintenance or computer-aided mapping; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to determine, calculate, tabulate, or summarize data/information. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division. May include counting, recording of counts, and basic measuring.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Union County, Pennsylvania is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.