



CLASS SPECIFICATION

Class Code: 0146
Date Est: 07/1973
Last Rev: 01/2021
Last Title Chg: 03/2012
FLSA: non-exempt
Probation: 12 months

MARRIAGE AND BUSINESS DIVISION OPERATIONS MANAGER

DEFINITION

Under general direction, manages the daily operations of the Marriage and Business Division in the County Clerk's Office; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Five years of full-time clerical experience which includes reviewing or processing legal documents including at least two years of full-time lead or supervisory experience. A bachelor's degree from an accredited college or university in business or public administration may substitute for one-half of the required experience.

SUPERVISION EXERCISED

Exercises direct supervision over specialized clerical staff and the Deputy Commissioners of Civil Marriage.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Manage, coordinate, and supervise the Marriage and Business Division functions, schedules, and activities which include a satellite office at Incline Village and the Civil Commissioner of Marriage.

Supervise assigned staff, which includes staff selection; assigning, scheduling, and reviewing work; scheduling permanent and relief staff to ensure sufficient coverage to serve the public; providing training in proper work methods and procedures; providing professional development, coaching, and mentoring; writing performance evaluations; and implementing discipline and conflict resolution procedures when necessary.

Manage, coordinate, and supervise the permanent records retention of public records within the Clerk's Office, including evaluation and implementation of new or improved methods of record retention; ensure compliance with applicable laws, regulations, codes, and standards pertaining to document preparation, microfilming and destruction of documents; ensure confidentiality of all personal identifying information, coordinate and prioritize archival of documents for all divisions of the Clerk's Office.

Evaluate operational performance through the review of work methods and procedures; develop, interpret, and implement changes and/or division policies to ensure conformity with NRS regulations and the deliverance of services to the public in an efficient and effective manner.

Review and analyze departmental computer applications; assess feasibility of variations to existing programs; recommend and implement program changes to applications; work with outside vendors, County Technology Services staff, and others to accomplish same.

Review and analyze possible legislative changes affecting operations, make recommendations for amendments, provide testimony and documentation to assist in legislative efforts on behalf of the office.

Prepare and present written reports to Board of County Commissioners, Nevada State Legislature, and others; represent the department to committees, boards, and community meetings.

Respond to inquiries and resolve complaints from the public, departmental staff, or from other agencies, using diplomacy and tact while maintaining good public relations.

Collect and analyze data to determine appropriate staffing levels and recommend operational changes to ensure the provision of cost effective services to the public; recommend budget requests for new staff, equipment, and supplies to the County Clerk, and monitor annual expenditures for the Marriage and Business Division.

Conduct special studies and research projects including staffing and operational studies and projects; compile and analyze data; prepare necessary records and reports on projects and activities; develop and maintain an operations handbook and procedural manuals for the division.

Supervise the collection, deposit, reporting, and bookkeeping of departmental revenues. Assist with internal audits of same.

Collect cash and balance sheets from staff's daily transactions, reconcile cash against number of transactions, and prepare bank deposits.

Ensure compliance with standard audit processes for issuance of governmental documents and licenses, account for missing or voided documents.

Serve in an on-call capacity during off duty hours to answer staff's questions and resolve computer problems through remote log-in; re-start servers if required, remedy staff shortages and other operational issues; maintain a list of on-call employees and call temporary staff in as needed.

Research records, compile data and submit reports on operations, special projects and staffing requirements to update management and make appropriate recommendations.

Ensure assigned staff performs duties and responsibilities in a safe and prudent manner, which does not expose them or others to unnecessary harm or risk of on-the-job injury.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Operations, services, and activities of the County Clerk's Marriage and Business Division.

Departmental policies and procedures.

Pertinent federal, state, county and local laws, codes and regulations.

Computer information systems and software programs utilized by the department.

Ability to:

Plan, coordinate, and direct operations of the Marriage and Business Division to accomplish goals and objectives and optimize efficiency.

Evaluate work priorities, procedures and processes to determine their effectiveness and efficiency.

Understand the organization and operation of the County and outside agencies as necessary to assume assigned responsibilities.

Respond to requests and inquiries from the public and county personnel related to the policies and procedures of assigned function.

Recognize falsified or altered identification.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance, or other methods and techniques.*)

Knowledge of:

Principles and practices of effective employee supervision including leadership, motivation, development, team building, conflict resolution, employee training, performance evaluation, and discipline.

Modern office practices, methods, and computer equipment.

Techniques and methods of record keeping and reporting.

Numerical, alphabetical, and subject matter filing systems.

Bookkeeping and cashing principles.

Proper English usage, spelling, vocabulary, grammar, and punctuation.

Ability to:

Plan and organize work to meet schedules and timelines.

Effectively supervise, motivate, and develop staff.

Maintain records.

Write comprehensive reports.

Operate modern office equipment, including computer equipment.

Enter data at a speed necessary for successful job performance.

Interpret and apply pertinent laws, codes and regulations; administrative, and departmental policies and procedures.

Verify accuracy and completeness of submitted documents.

Act with honesty and integrity; exercise appropriate discretion and maintain confidentiality of information.

Monitor budgets and maintain accounts.

Balance cash receipts and complete bank deposits.

Interact effectively and sensitively with individuals from diverse backgrounds.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS (*Essential duties require the following physical skills and work environment.*)

Ability to work in a standard office environment; must be willing and available for shift work that includes County holidays, weekends, and evening hours, as needed.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.