

OFFICE OF THE COUNTY RECORDER
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To: Mary Thee
Assistant County Administrator
Human Resources Director

From: Rita Vargas
Recorder

Subj: Multi-Service Clerk vacancies

As you are aware, there is currently 1.5 vacant Multi-Service Clerk positions in the Recorder's office. Our most recent vacancy is due to a retirement which was effective September 1, 2020. Per our discussion with the Board on July 23, 2020 we have agreed to postpone filling the half time position. Pursuant to recent Board direction, I am preparing this memo to address the need for the position and the impact that would result from not filling the position.

The Multi-Service Clerk position is crucial to our ability to provide essential core services to the public. This position works in all three of our core departments; Real Estate Recording, Vital Records, and DNR Licensing and Titling. All three of these services are mandated by the state. General daily activities for this position include;

- Answers and screen phone calls; provides information or redirects call to appropriate parties; greets walk-in visitor's responds to inquiries and provides directions as needed.
- Assists customers with filling out and completing paperwork; collects, reviews, and processes documents and forms; collect payments for fees.
- Files documents and maintains accurate physical and electronic filing systems.
- Receives, sorts, and distributes mail; maintains a log of all incoming certified or traceable mail.

Over the past few years, we have seen an increase in workload in our Recording and Vital Records sub-departments as outlined below. Our DNR Licensing department has remained fairly consistent with the typical increases during boat renewal years.

	FY18	FY19	FY20
Total Number of Documents Recorded	34,681	32,537	38,141
Total Number of Vital Records Requests	16,176	16,416	17,759

Not filling this position would have a detrimental impact on our ability provide efficient service for these core functions to the public. Not filling these vacancies would result in 34% reduction in our Multi-Service Clerk staff, and therefore negatively impact the service we can provide to the public.