

# **LAND RECORDS TECHNICIAN, LEAD**

## **JOB PURPOSE AND SUMMARY**

This position serves as a working lead for the unit and ensures the accomplishment of all process work associated with land records, land segregation, and parcel changes. The employee in this classification leads and directs the work of division staff and participates in the technical work of the unit. Leadworker duties include planning workload distribution, assigning work, adjusting work assignments, ensuring acceptable quality standards, and providing input to supervisor for evaluating employee performance. The incumbent also serves as resident expert in dealing with all parcel-related issues and assists lower level staff with complex inquires from citizens. Much of the technical work is performed on computer and, at this level, requires proficiency in the use of related computer applications. The Lead Technician sets the tone of the division's customer service focus, which is foundational for all technical work and processes. Customer contact occurs by phone, in-person, by mail or referral by other division and/or department staff.

Work is performed with considerable independence and initiative under general direction. Results of the incumbent's work affect the accuracy reliability or acceptability of processes or services within the work unit and can significantly affect other divisions and departments within the County. Requires significant knowledge of legal descriptions and documents, cadastral principles and terminology, and problem solving. This position reports to the GIS Coordinator.

## **CLASSIFICATION DISTINCTIONS**

This is the lead level in the Land Records Technician job family and is distinguished from lower levels by the lead work performed. Work at this level is also distinguished by the responsibility for making final determinations on complex customer questions or problems. Incumbents are expected to understand and apply advanced knowledge to the most complicated aspects of the work. Work is performed under general supervision of the GIS Coordinator and is reviewed through periodic conferences, reports and through the adequacy and accuracy of the resultant records, reports, and functions.

Work at this level requires technical expertise in all areas of land records and segregation processes as well as excellent interpersonal communication skills used to assist, coach, train, and lead division staff. The incumbent exercises considerable independent judgment in resolving complex technical issues and difficult customer inquiries. The incumbent is expected to possess and apply substantial skill, judgment and tact in addressing customer service concerns, explaining technical processes and information to customers in non-technical terms and is expected to be proficient in the use of related computerized applications (such as Arc/Info).

## **KEY OR TYPICAL TASKS AND RESPONSIBILITIES**

- Oversees land records and segregation operations including assigning work priorities, maintaining office coverage, tracking progress, and keeping statistics on prelims, subdivisions, sales, cycle, and excises.

- Leads and coordinates activities of division staff. Determines work procedures, prepares work schedules and determines methods for expediting workflow. Issues instructions and oversees work for exactness, neatness and conformance to procedures and policies.
- Recommends promotional and disciplinary actions; approves leave requests, overtime; schedules vacations to assure adequate coverage for maintenance of production standard.
- Serves as resident expert on complex, difficult, or sensitive parcel-related questions or issues, including mapping issues, tax-code boundaries, tidelands, railroad leases, BPA easements, TCO's and TCNO's (Operating and Non-Operating Properties). Recommends resolution to mapping and parcel segregation conflicts.
- Resolves questions and conflicts on parcel data and segregation procedures. Responds to taxpayer complaints and State, County, and private agency questions on land records and segregation.
- Contacts affected parties when investigating errors or discrepancies in legal descriptions, land ownership and other related matters. Notifies taxpayer of delinquent taxes precluding plat or segregation.
- Processes all annexations for tax districts, reviews legal descriptions, corresponds with boundary review board, and works closely with the Assessment Levy Specialist.
- Attends meetings related to coverage and segregation issues. Represents the division in dealing with Appraisal issues and deadlines.
- Creates and generates reports and updates. Collects statistical information on various documents received and processed.
- Participates in the selection and training of staff. Develops job procedures, including any written manuals.
- Works closely with Assessment Levy Specialist in creating reports on annexed area.
- Analyzes operating procedures to devise most efficient methods of accomplished work; analyze data gathered, develops information and considers all available solutions; recommends implementation of new system and train personnel in application.

## **QUALIFICATIONS**

### **Education and Experience:**

Four to six years experience performing the work of the class. Education equivalent to an Associate's Degree from an accredited college with major course work in land records management, surveying, or a related field may substitute for up to two years of the required experience. Experience leading staff and overseeing this type of work is helpful.

Any combination of training and experience that would provide the required knowledge, skills and abilities will be considered.

**Knowledge of . . .** legal descriptions pertaining to land ownership, research methods to determine right of way and ownership history (Chain of Title), principles of geographic mapping and cartography, mathematics and related software (ArcView and ARC/INFO), effective methods and principles of customer service and problem-solving, and principles and practices of leading and supervising staff in the accomplishment of technical procedural work.

**Ability to . . .** read, understand and work with legal descriptions and interpret legal documents; understand and respond to mapping requests from the public; learn and keep updated on technical processes and trends associated with the work, learn and use related computer programs including ArcView and ARC/INFO, train staff in complex technical procedures and supervise the accomplishment of the work, schedule and assign work, and establish and maintain working relationships with employees and the public.

### **WORK ENVIRONMENT & PHYSICAL DEMANDS**

Work is performed primarily in an office setting while sitting at a desk, returning phone calls, processing information on the computer. Customer interaction may also occur at the customer service counter/area, requiring some standing. Incumbents retrieve information from remote file locations, necessitating walking. Incumbents must listen, speak, read and interpret information from written or printed sources and on the computer. The incumbent spends a significant amount of that time retrieving information from the computer, requiring repetitive motion of the hand and wrist, and retrieving information from remote file locations, requiring walking, climbing stairs, bending, crouching, reaching and lifting files and objects up to 24 pounds in weight.

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