

The Canyon County Board of Commissioners considered and adopted the following Resolution which shall be effective on the 20 day of MAY, 2025

Upon the motion of Commissioner Brooks and the second by Commissioner Van Beek the Board resolves as follows:




To adopt and approve changes to the **job title, Grade, FLSA status, location, and job description of one (1) position** in the Clerk's Office

One (1), Sr System Analyst, salary grade 16, min. \$85,300.80, mid. \$101,493.60, max. \$117,686.40, position control number 01 201 682, FLSA exempt

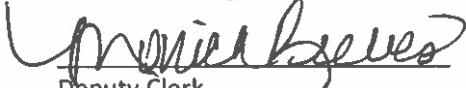
To

One (1) Clerk Support Specialist, salary grade 12, min. \$21.54, mid. \$26.02, max. \$30.50, position control number 01 268 682, FLSA non-exempt

- ☒ Motion Carried Unanimously
☐ Motion Carried/Split Vote Below
☐ Motion Defeated/Split Vote Below

	Yes	No	Not Vote
 Commissioner Leslie Van Beek	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Commissioner Brad Holton	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Commissioner Zach Brooks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Attest: Rick Hogaboam, Clerk


Deputy Clerk

Date: 5/20/25



Clerk Support Specialist

Department: County Clerk's Office

Pay Grade: 12

FLSA Designation: Non-Exempt

Effective Date: 05/2025

Job Summary

The Clerk Support Specialist provides shared administrative and clerical support to the Auditing, County Assistance, and Recorder divisions within the County Clerk's Office. This role ensures consistent service delivery across departments by performing a range of office functions including data entry, document processing, collections, recordkeeping, and public interaction. Reporting directly to the County Clerk, this position requires adaptability, attention to detail, and the ability to manage tasks for multiple teams in accordance with established procedures, legal requirements, and county policies.

Key Responsibilities:

- **Cross-Departmental Administrative Support**
 - Perform shared clerical duties for the Auditing, County Assistance and Recorder departments
 - Assists financial collections, official recording duties, passport processing, and correspondence related to special taxing districts
 - Prioritize and manage assignments from multiple supervisors to ensure timely completion
 - Maintain knowledge of department-specific procedures and workflows
- **Records & Document Management**
 - Process the recording and maintenance of official documents, contracts and financial records
 - Ensure all documentation is complete, accurate, and compliant with federal, state and local laws and guidelines
 - Maintain secure and organized records, ensuring accessibility and confidentiality
 - Assist in the collection of fees, payments, and outstanding balances, ensuring proper documentation and reconciliation
 - Identify and correct errors or omissions; escalate issues when necessary to maintain record integrity
- **Public Interaction & Customer Service**
 - Provide courteous and professional assistance to members of the public, in person, over the phone and via email
 - Answer questions, explain department procedures, and refer individuals to the correct resources
 - Effectively manage potential challenging interactions with patience and professionalism, ensuring a positive experience for all customers
- **Team Collaboration & Flexibility**
 - Assist team members and provide backup support during staff absences or high-volume periods
 - Participate in cross-training opportunities to develop versatility across departments
- **Other Duties**
 - Performs all work duties and activities following County policies, procedures, and safety practices
 - All other duties as assigned

Qualifications

Skills and Abilities

- Applies regulations related to taxation, passport processing, and document recording with accuracy and consistency
- Maintains accurate records and ensures compliance with laws, policies, and procedural standards
- Demonstrates strong organization and attention to detail when handling sensitive or time-critical tasks
- Communicate effectively with the public and internal departments, both verbally and in writing
- Manages multiple priorities efficiently in a high-volume, fast paced environment
- Proficient in office software, document systems, and database applications
- Learn department functions thoroughly to provide general information and explain detailed process and procedures
- Maintain a professional demeanor during stressful situations

Special Qualifications

- Must be bonded or bondable as Notary Public
- Ability to complete, obtain and maintain a Passport Training Certificate
- Must successfully complete a background investigation

Education and Experience

- High school diploma or GED equivalency; preferably supplemented with course work in accounting or secretarial, or other business applications
- One to three years' general office experience in Customer Service
- One to three years' experience in financial collections, public records, or administrative functions in a government setting preferred
- Equivalent combination of experience and training may be considered

Essential Physical Abilities

- Clear speech with or without an accommodation, to effectively convey detailed or important instructions or ideas accurately, loudly and/or quickly
- Sufficient clarity of hearing with or without reasonable accommodation to enable the employee to hear average or normal conversations and receive ordinary information
- Visual acuity, with or without an accommodation, to read instructions, review and organize documents
- Requires sufficient personal mobility and physical reflexes, which permits the employee to function in a general office environment to accomplish tasks
- Ability to lift 20 lbs

Disclaimer:

To perform this job successfully, an individual must be able to perform the primary job responsibilities satisfactorily with or without reasonable accommodation. The above statements are intended to describe the general nature and level of work being assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals in the job. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice.

Canyon County is an Equal Opportunity Employer. Employment decisions related to recruitment and selection are made without regard to race, color, religion, sex, national origin, age, disability or genetics.