



LICENSING & RECORDING SUPERVISOR JOB DESCRIPTION

Job Title: Licensing & Recording Supervisor	
Dept./Division: Auditor	Job Class Code: 1752
Pay Grade: 123	PCN: 1752001
FLSA: Non-Exempt	Effective Date: June 2025
Representation Status: Non-Represented	Revision Date: June 2025
Reports To: Chief Deputy Auditor	

NATURE OF WORK

Under general supervision the Licensing and Recording Supervisor is a highly skilled professional, vehicle and vessel licensing expert, and document recording specialist. The position supervises the Deputy Auditors in the Licensing and Recording Departments and performs complex senior level clerical and office duties to support the division's operations. The position also acts as a compliance officer for our three appointed vehicle and vessel licensing subagents and provides training and other assistance to subagent employees. This is a working supervisory and administrative position responsible for planning, organizing, directing, and evaluating the activities of Licensing and Recording personnel as assigned and reports to the Chief Deputy Auditor. Responsible for planning workload distribution, assigning work, adjusting assignments to accommodate work fluctuations and changes, monitoring completed work, taking corrective action to maintain acceptable quality standards, training new employees, evaluating work performance and other aspects of supervision.

ESSENTIAL FUNCTIONS:

The following duties are the fundamental, crucial job duties performed by this position. This is not a comprehensive list of all tasks that may be assigned. Incumbent may be required to perform other duties as assigned and appropriate for the position.

- Supervise and coordinate activities of the Auditor's Licensing and Recording Departments
- Provide daily management of the Licensing and Recording Departments' operations.
- Implement program goals, policy statements, service objectives, operating plans, methods, and procedure improvements.
- Assist in the process of interviewing, hiring, and onboarding new Deputy Auditors.
- Work with new Deputy Auditors to become Certified Vehicle Licensing Representatives (VLRs) by scheduling, training, administering tests, and tracking hours worked toward certification eligibility.
- Resolve escalated problems with transactions.
- Monitor and document continuing education credits to be sure licensing operators maintain certification.
- Develop, recommend and implement policies and procedures for subagent oversight.
- Perform yearly subagent audits required by Department of Licensing.

- Verify licensing title work for agent and subagents to ensure accuracy and compliance in accordance with DOL requirements.
- Monitor daily balancing of cash drawers, prepare daily and/or monthly reports and maintain contact with applicable County or State offices.
- Understand, interpret, and apply Revised Codes of Washington (RCWs) and Washington Administrative Codes (WACs) as applicable to assigned areas of supervision.
- Act as a liaison with other departments and outside agencies.
- Perform Deputy Auditor duties as needed, including but not limited to: processing vehicle and vessel licensing transactions and collecting fees; inventory; recording documents and land records; index and verify recorded documents; issue and process marriage applications, licenses and certificates; respond to customer inquiries.
- Other duties as assigned.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in a standard office environment and at the public counter; subject to sitting and standing for extended periods of time, bending, reaching, and lifting of objects up to 50 pounds.

QUALIFICATIONS:

REQUIRED: High School Diploma or G.E.D. equivalent; AND five (5) year's experience as a Deputy Auditor Licensing or Recording clerk.

Department of Licensing Certification and a Notary Public License are required within six months of hire.

One (1) year of supervisory experience.

COMPETENCIES (Knowledge, Skills, Abilities, and Behaviors):

Knowledge of:

- Customer service standards and protocol.
- General office practices and equipment.
- Standard computer software applications.
- Records, reports, and documentation relative to licensing operations.
- Supervisory principles, practices, and methods.
- Licensing processes, policies, and procedures.

Skills in:

- Performing a variety of licensing and clerical functions.
- Supervising and coordinating the County's licensing and recording operations.
- Establishing and maintaining effective working relationships with staff, outside agencies, and the general public.
- Supervising, leading, and delegating tasks and authority.
- Responding to inquiries and providing customer service to the public.
- Processing technical documents and maintaining accurate records.
- Communicating effectively both verbally and in writing

Ability to:

- Learn and follow County policies and procedures.

Behaviors:

- Regular, reliable attendance.

As the incumbent in this position, I have received a copy of this position description.

Employee's Name

Employee's Signature

Date