

LANCASTER COUNTY
REAL ESTATE SPECIALIST

NATURE OF WORK

This is responsible clerical support work assisting federal, state and local government offices and the public with processing, maintaining and retrieving records and information related to real property, personal property and tax exemptions.

Work involves accepting, reviewing and filing various documents noting the creation, modification and history of real estate records; assessing and collecting filing fees; and assisting the public with accessing and interpreting records and information. Work also includes data entry and verification of recorded information; monitoring record processing to ensure consistent workflow; and processing incoming mail. The individual within this class performs a significant amount of data entry and customer service. General supervision is received from an administrative superior with work reviewed in the form of accuracy, compliance and effective interaction with stakeholders.

EXAMPLES OF WORK PERFORMED

Accept, review and enter information obtained from incoming documents into specified computer databases; note irregular land tract information on designated index cards; identify and utilize coordinates and degrees to access map information; provide information to customers regarding historical and recent land transactions, accessing various computer databases and written records and referring to appropriate authorities when necessary.

Time and date stamp incoming documents; provide information to the public regarding document recording and processing procedures; assist the public in locating and obtaining document information within the office; assess and collect recording fees; balance cash drawer amounts daily and complete receipts for monies accepted.

Process Homestead Exemption applications; verify eligibility; update and enter Homestead Exemption applications and personal property returns in respective databases.

Perform general clerical and reception duties including photocopying, faxing, filing, opening and sorting mail and generating routine correspondence; offer technical guidance to customers utilizing office maps, microfilm readers and on-site computer equipment.

Monitor the data entry process to ensure continuity of document order, location of receipted documents and overall status of remaining work; coordinate and compile data for special projects as assigned.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the principles, practices and procedures of records management as they pertain to the maintenance of government records and confidential or sensitive information.

Knowledge of information management systems, computer hardware and software and modern office equipment.

Ability to read and understand legal property descriptions, plats, maps, deeds and other related property or financial documents.

Ability to effectively interact, cooperate and collaborate with team members to achieve designated goals and solve problems.

Ability to establish and maintain respectful and effective working relationships with a diverse group of stakeholders.

Ability to effectively communicate and present accurate and concise information in written or verbal form.

Ability to effectively utilize personal time-management and organizational skills to successfully manage multiple responsibilities concurrently.

Ability to consistently perform accurate and high-quality work.

Ability to accurately make routine financial transactions and mathematical calculations.

Ability to manage confidential and sensitive information.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent supplemented by coursework in real estate or records management and six months of experience working with public records or dispensing public information; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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