

# OFFICE OF THE COOK COUNTY RECORDER OF DEEDS

## Deputy Recorder of Operations Job Description

Job Code: 0401  
Job Title: Deputy Recorder of Operations  
Salary Grade: 24  
Division: Administration

Department Budget No. 5710801  
Position I.D. # 9501859  
Shakman Status: Exempt

### Job Summary

The Deputy Recorder of Operations reports directly to the Recorder of Deeds and Chief Deputy Recorder with general responsibility for advising the Recorder and her Executive Staff on matters related to operational issues that may impact the Recorder of Deeds (CCRD). The Deputy Recorder of Operations is primarily responsible for supervising the staff that is responsible for the accurate, timely and secure recordation, indexing and microfilm storage of official documentation. The Deputy Recorder of Operations provides regular reports to the Chief Deputy Recorder or Recorder on all matters related to operations. The Deputy Recorder of Operations has an integral knowledge of many types of legal documents pertaining to real property. The Deputy Recorder of Operations knows and understands the laws and regulations pertaining to real property transfers in Cook County, and provides technical assistance to all Office personnel. The Deputy Recorder of Operations is responsible for project assignments given to him or her by the Recorder or the Chief Deputy. The Deputy Recorder of Operations consults with the Recorder, Chief Deputy Recorder, and Deputies Recorder in developing and implementing long and short-term plans designed to ensure continued improvement and effectiveness of CCRD operations. The Deputy Recorder of Operations directly supervises the Operations Division Directors and oversees the Operations Division within the CCRD.

The Deputy Recorder of Operations is an Exempt Position, and his or her employment may be subject to Political Reasons or Factors. The Deputy Recorder of Operations to the CCRD shall be selected by the Recorder.

### Essential Job Duties

- Acts as an advisor to the Recorder, Chief Deputy Recorder, and Deputies Recorder within CCRD on all matters related to operations and ensuring that the Operations Division implements the Recorder's mission of accuracy, efficiency and advocacy.
- Develops CCRD policy pertaining to operations in conjunction with the Executive Staff including but not limited to the Recorder, Chief Deputy Recorder and Deputies Recorder.
- Attends regular meetings with Recorder, Chief Deputy Recorder, and all Executive Staff members in order to discuss policy, confidential matters, and any CCRD initiatives.
- Plans, assigns, directs and monitors daily work of Operations Division, which includes the Satellite Offices, including identification and reduction of back logs.
- Directly supervises Directors and oversees Supervisors in the Operations Division to ensure appropriate staffing levels to ensure documents are processed accurately, timely and securely.
- Conducts duties of Operations Division Directors in their absence.
- Provides direction to CCRD staff in recording of real estate transactions for Cook County including the review of documents for adherence to statutory requirements, collection and

recording of required fees, and ensuring accurate indexing and filing of all real estate and non-real estate documents.

- Oversees the administration of e-recordings and responds to inquiries related to e-recording.
- Monitors and addresses customer complaints, including delays or document rejections, and resolves any associated operational problems.
- Reviews all CCRD Cashier “rejections” for policy issues on behalf of the Recorder’s Office and makes recommendations to Recorder regarding the same.
- Consults with the CCRD Information Technology Division and any related entities such as Cook County Bureau of Technology and Cook County Information Security Office in an advisory capacity with regard to operational decisions related to operations and technology.
- Monitors updates to technology to ensure that the technology meets operational CCRD requirements and work flows to maintain consistent function in the Operations Division.
- Attends confidential union negotiations and advises Labor Counsel about how proposed collective bargaining agreement changes could impact the Operations Division of the CCRD.
- Assists the Recorder, Chief Deputy Recorder, Deputies Recorder, and Chief Legal Counsel with the legislative policy agenda and any new policy initiatives including analyzing legislative policy, maintaining strict confidentiality on all policy matters, and interfacing with other government agencies on behalf of the CCRD.
- Prepares weekly operations productivity reports for the Recorder and Chief Deputy Recorder.
- Prepares reports upon request by any member of the Recorder’s Executive Staff.
- Oversees Operations Division Directors’ schedules, authorizes time-off requests, and reviews and monitors Directors’ time usage practices.
- Makes determinations regarding assignment of overtime for Operations Division.
- Responsible for enforcing relevant portions of the CCRD Personnel Policy and Procedures Manual (Manual) for the Operations Division, including the preparation and issuance of Incident Reports, providing Counseling and issuing Disciplinary Action when appropriate.
- Reviews and approves Standard Operating Procedures for the Operations Division.
- Coordinates special research projects concerning Operations Division matters as assigned by the Recorder or Chief Deputy Recorder.
- Attends conferences and meetings with various Cook County agencies on behalf of the CCRD.
- Makes recommendations to the Recorder, Chief Deputy Recorder, and Deputy Recorder of Finance regarding operational staffing or equipment that may have a budgetary impact.
- Meets with Cook County Commissioners regularly to discuss budget concerns and CCRD accomplishments during the fiscal year.
- Assists the Human Resources Department with conducting interviews by participating in interview panels as needed.
- Attends and participates in CCRD outreach events, as needed.

**This list represents the essential tasks performed by the Position. Employees may be assigned additional Position-related duties by management as required.**

**Minimum Qualifications**

- Five (5) years of full-time paid experience working with common real-estate related documents.

**AND**

- Possession of Bachelor's degree from an accredited college or university AND seven (7) years of full-time paid work experience at a governmental agency at least three (3) of which was in a supervisory capacity.

**OR**

- Possession of a High School Diploma or G.E.D. AND Ten (10) years full-time paid work experience at a governmental agency at least five (5) of which was in a supervisory capacity.

**Knowledge, Skills and Abilities**

- Knowledge and experience with land record documents and legal documents.
- Knowledge of all CCRD technology including computer system, workstations, public terminals, and internet access.
- Knowledge of GRM 20/20 Recording Platforms, GRM 20/20 Indexing Platforms, MyDec Transfer Declaration system, and e-recording.
- Knowledge of CCRD's Employment Plan, Manual and the Collective Bargaining Agreement between SEIU LOCAL 73 and the CCRD.
- Knowledge of common real estate and other recording-related documents within the CCRD.
- Knowledge of ancillary CCRD programs and services, such as property fraud alerts and recordation and retrieval of Veteran's discharge documents.
- Knowledge of Cook County government programs and services and the real estate/mortgage industry.
- Excellent oral and written communication skills as well as interpersonal relationship building skills.
- Strong leadership and organizational skills.
- Skill in planning, developing and completing complex assignments with minimal direction.
- Skilled in project management
- Basic computer skills.
- Ability to read, analyze and interpret legal documents, state statutes, legislation, professional correspondence, technical procedures, and government regulations.
- Ability to write reports, business correspondence, and procedures.
- Ability to effectively present information and respond to questions from employees, other County Offices, and the general public.
- Ability to establish and maintain effective cooperative working relationships with the community and other governmental agencies.
- Ability to interpret rules, regulations, and policies.
- Ability to exercise good judgment in making decisions and solving problems.
- Ability to establish and maintain confidentiality and trust.
- Ability to meet Office deadlines and effectively utilize time with limited oversight.

**Physical Requirements**

- Long periods of time working on computer requiring vision and typing capabilities.

**COOK COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER**