



**The Honorable Maryellen O'Shaughnessy**  
Franklin County Clerk of Courts

**Internal Job Posting**

Job Title: Auto Title Assistant Branch Manager (Full-Time, Non -Bargaining Unit)  
Division: Auto Title West  
Director: Richard Simms  
Job Posting ID: 02-ATW-22  
Posting Dates: Thursday, June 30<sup>th</sup>, 2022 – Wednesday, July 6<sup>th</sup>, 2022, 11:59 PM  
Starting Salary: \$18.89 Hourly/ \$39,291.20 Annually

**Responsibilities and Duties:**

- Assists the Branch Manager with routine, daily procedural matters, work direction, training, and supervision of a title branch staff.
- Provides assistance and informational services to customers (e.g., businesses, general public, governmental agencies, vehicle dealerships), in-person or by telephone, notary requirements, verification of documents submitted by customer, processing transactions, determining authenticity of documentation, issuance and transfer of vehicle title documents, answers questions regarding title procedures, forms, and routine, daily procedural matters.
- Validates balancing of cash drawers for cashiers. Acts as back-up cashier to accept and validate money from payment of fees as required for various transactions using ATPS system (e.g., accepts money/check, makes change, validates and forwards documents to appropriate section/division; issues receipts); maintains a balanced cash drawer and daily records of all transactions (e.g., purchase of vehicle title, legal documents).
- Research, troubleshoot and make recommendations to Manager concerning matters procedurally or technically that require corrective action.
- Acts as a functional expert to staff regarding policies and procedures.
- Assists in maintaining staff timecards, evaluating staff performances, allocating personnel, acting on staff problems, and counseling/disciplining staff as well as, make recommendations in selection, transferring/promoting, and discharging of staff.

**Minimum Qualifications:**

- Bachelor's degree from four-year college or university; or three years related experience and/or training; or equivalent combination of education and experience; six months training and/or experience in office management; 12 months training and/or experience in customer service or public relations that included techniques for dealing with people who are angry/disagreeable.
- Ability to apply principles to solve practical, everyday problems.
- Ability to handle routine and sensitive telephone and in-person contact with general public, customers, and government representatives and resolve controversy with fairness.
- Ability to handle cash, make change, and balance money drawer.

**Visit our application website to create a user account and submit application at:**

<https://clct.franklincountyohio.gov/employment/>

Healthcare Benefits: Medical, Prescription Drug, Mental Health, Dental, Vision and Life Insurance Contact:  
Sonya Thompson Phone: 614-525-4130 Email: [sithomps@franklincountyohio.gov](mailto:sithomps@franklincountyohio.gov)

**EOE**