

Clark County Recorder's Office Technological Enhancements



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for 2021-2022



Lights Out Bulk Recording
Projected Completion Date: Fall 2022

This enhancement will continue to carry the Clark County Recorder's Office into the 21st Century and effectively manage large volumes of documents. An update to the recordation system will allow the office to process large volumes of documents from bulk requestors in a short amount of time. This upgrade will allow the Recorder's Office to reduce internal paperflow, allocate resources to other areas of workflow, and efficiently save time.



Improving Digital Government Workspace
Projected Completion Date: Winter 2021

The Recorder's Office will review and make modifications to the digital workspace for government entities and provide additional support to further enhance workflow and streamline processes. This enhancement will also further address service among local, state and federal agencies conducting business with the Recorder's Office.



Public Records / Recording Notification Service
Projected Completion Date: Summer 2021

This enhancement will allow constituents to enroll in an E-mail subscription service notifying them of any documents recorded against their parcel number.



Multipurpose Interactive Recording Kiosk #2
Projected Completion Date: Winter 2022

The Recording Kiosk allows customers to record documents whereby the customer can interact with staff via an audio visual conferencing option. The Interactive Recording Kiosks will service remote locations in Clark County. The Recording Kiosk will be situated in outlying areas i.e.: Henderson and Mesquite.



Applause Gov-to-Gov Electronic Recording
Projected Completion Date: Winter 2022

This enhancement will allow other government agencies to electronically record documents directly to the Recorder's Office. The web service picks up the package and presents it to the Recorder's Office through an electronic queue that displays the documents directly to the screen of a Recordation Technician. The recorded documents will be returned electronically to the submitter.

CUSTOMER SERVICE

The Clark County Recorder's Office continues to excel in customer service. The Las Vegas Metro Chamber of Commerce Customer Service Excellence Program previously acknowledged over 30 employees from the Recorder's Office for providing excellent customer service. Our goal is to continue to provide this level of service to our customers and recognize employees for their professionalism.

COMMUNITY OUTREACH

The Recorder's Office conducts fraud prevention workshops in collaboration with the State of Nevada Fight Fraud Task Force. These venues provide the public with information that they can use to research their recorded documents and deter fraudulent acts that may be committed against them. The Recorder also conducts Business Opportunity and Workforce Development Seminars.

The Recorder's Office participates in a variety of community outreach events, such as the hiring of (SBI program) high school interns, the Clark County Fire Department's Open Houses, Clark County Fair, Business Opportunity Fair, Senior Fair, and Armed Forces Fair. The Recorder's Office has partnered with MOSES to provide donations for the Food Bank which serves seniors, veterans, as well as low-to-moderate income individuals.

RECORDER'S OFFICE AWARDS

- 2018 Nevada Taxpayers Association Cashman Good Government Finalist Award for the Recorder's Office E-Recording Project
- 2018 International Association of Government Officials Innovator Award- Recorder's Division
- 2020 National Association of Counties (NACO) Education and Awareness Award- Records Research Outreach Workshops

