

JOB DESCRIPTION

Deputy Registrar Operations Technician

Essential Job Functions

Responsible for professionally and efficiently supporting agency functions as part of Las Animas Huerfano Counties District Health Department's Vital Records and Operations teams. Issues birth and death certificates for the State of Colorado. Maintains accurate databases for daily receipts, home births, mortuary billing and death indexes. Performs administrative functions necessary to meet operational objectives.

- Prepares birth and death certificates from the Colorado Vital Information System (COVIS). Prepares requests for birth information received from individual applicants and community partners. Maintains current knowledge base of complex rules, laws, and regulations set by State of Colorado Vital Records to ensure decisions are implemented based on regulations. Reviews complex supplemental documentation and applies documentation to establish relationship or direct a tangible interest in records, including wills and probate documents, court orders, real estate contracts, and title and deed documents.
- Greets the public and manages customer needs promptly, accurately, and professionally.
- Answers phones, reviews and answers mail and web requests, and provides accurate answers in a professional manner to questions regarding Colorado birth and death certificates. Creates and sends letters to customers to clarify information as needed. Performs manual genealogy searches, researching historic files over a wide range of years.
- Assists in the preparation and proper recording of death certificates. Assists in the preparation of mortality reports and statistical information as directed by Program Manager, CDC, and State of Colorado Vital Records. Proofreads death certificates in hard copy and from the Electronic Death Registration System (EDR) and issues disposition permits and certified death records.
- Maintains hard copy files of death certificates, adds notes on electronic corrections, and assists in binding of all hard copy records as needed.

- Maintains a numeric file of disposition permits issued from hard copy death records.
- Prepares and boxes birth and death record applications, disposition permits, bank records, and other forms for storage and eventual destruction, in accordance with the State of Colorado Vital Records retention schedule.
- Maintains inventory of forms; maintains customer contact information for other states and counties.
- Establishes and maintains contacts with internal and external information technology staff for database and website maintenance and upgrades, including use of the Vitalcheck, EDR and COVIS systems.
- Maintains daily accounts receivable for mortuaries. Assists in preparing daily bank deposits from cash receipts. Maintains individual cash drawer, and checks reports throughout the day to ensure accuracy. Accurately processes large amounts of monies, individually and cumulatively. Settles end of day reports accurately and in a timely manner.
- Responsible for accurately processing home birth reports to include interviewing parents, proofreading, typing, signing and dating all certificates, and contacting midwives for additional information; maintains the home birth database sent to Colorado State Vital Records.
- Maintains proper control and inventory of banknote security paper and primary identity documents to include data entry, scanning, filing and ensuring proper destruction.
- Supports effective and efficient agency operations by managing and scheduling conference rooms, sorting and distributing incoming and outgoing mail, and serving as back up for agency reception.
- Maintains appropriate accountability, organization, logging, and filing of records. Ensures proper adherence to Record Retention Policy for all programs within the department and acts as liaison with County Record Center. Responds to requests for medical records in a manner that complies with agency policies and Health Insurance Portability and Accountability Act (HIPAA).
- Participates in departmental emergency planning and response activities.
- Promotes public health within the community.
- Takes personal responsibility to provide exceptional customer service in order to promote and maintain a positive Public Health image, constructive working environment, and foster pride and professionalism in the workplace and community.
- Performs other duties as required.

Qualifications

- High school diploma or equivalent education required.
- Minimum two (2) years customer service experience in an office environment required.
- Previous experience reviewing legal documentation preferred.
- Ability to communicate, motivate, and organize projects among a broad spectrum of personnel, frequently under deadline pressure.
- Skill in demonstrating a cooperative, professional attitude to cultivate relationships both within and outside the organization.
- Skill in prioritizing and organizing multiple tasks and the ability to complete projects in a timely manner; ability to respond in a flexible manner and reprioritize work as situations change.
- Ability to demonstrate sound judgment by taking appropriate actions regarding questionable findings or concerns.
- Ability to utilize complex documentation to problem solve and make decisions related to records.
- Ability to identify problems and work creatively to resolve them, considering the impact of actions on Public Health.
- Ability to identify results of efforts and problems identified/potential problems and to develop and recommend corrective actions to supervisor.
- Knowledge and understanding of department policies and procedures.
- Ability to write and maintain accurate records and reports to meet management objectives.
- Ability to maintain the security of sensitive and confidential information.
- Ability to work independently and in a team environment.
- Ability to perform under stress and when confronted with persons acting under stress.
- Skill in using a personal computer and various software packages including Microsoft Office.
- Maintain regular and punctual attendance.
- An equivalent combination of related education and experience may be substituted for the education and experience requirements above.
- Must pass conditional post offer background investigation and drug screen.

Licenses/Certificates

- Must successfully complete COVIS training modules released by the State Vital Records office with a passing grade of 95% or better within four (1) month of hire.
- Must obtain and successfully maintain Deputy Registrar appointment from the Colorado Vital Records Registrar.

Work Conditions

Work is primarily performed in an office environment. Public Health employees are responsible for providing proof of vaccinations and/or tuberculosis testing as applicable to the specific position and must provide proof of completion of required vaccinations/testing or proof of initiation within sixty (30) days of hire date.

This job announcement is not intended to be inclusive of all functions, responsibilities and qualifications associated with the position, however, representative of the essential job functions and typical criteria considered necessary to successfully perform the position.

APPLICATIONS MUST BE FILED ONLINE AT: Colorado Workforce Center: For inquiries please call: [\(719\) 846-9221](tel:7198469221).

Each applicant is considered only for the current vacancy indicated on your application. It is the responsibility of the applicant to monitor any future openings and to submit a separate application for each position. Incomplete applications will not be considered. Any new employee and rehires must provide documentation of authorization to work as required by the Immigration Reform and Control Act of 1986 (PL99-603).

LAS ANIMAS/HUERFANO COUNTY'S ARE AN EQUAL OPPORTUNITY EMPLOYER