

DEPUTY REGISTRAR

JOB PURPOSE AND SUMMARY

Deputy Registrars provide advanced level customer service for Department of Health Vital Records by reviewing and proofreading forms, editing files, and providing detailed, sensitive program information and direction to the public, employees, and other public jurisdictions. Deputy Registrars request & verify identity documentation, and evidence of requestor eligibility as required by law to process applications for birth and death certificates.

CLASSIFICATION DISTINCTIONS

Under general supervision, this position provides advanced administrative duties for registering documents for issuance of birth and death records. Performs cashiering work including invoicing, receiving, posting, and accounting for money. Incumbents must always maintain the utmost professional customer service to all customers. A variety of routine tasks is performed within well-defined procedures and is reviewed regularly for accuracy, adherence to established policies and procedures, quality, and thoroughness. Assistance is readily available from the supervisor.

A wide variety of complex tasks are performed under general supervision. Assistance is not readily available from supervisor(s). This classification is expected to function independently in daily tasks and to use initiative and independent judgment on non-routine matters. Incumbents are expected to identify and resolve problems, referring only the most unusual/complex to a supervisor or manager.

Advanced clerical skills alone are not sufficient to warrant classification at this level, nor is simple possession of technical knowledge about the department. Responsibilities require a high level of independence.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

Duties may include:

- Reviews Vital Record documents to ensure accuracy and completeness prior to processing requested service, (i.e., burial-transit permits, disinterment's, birth and death certificate corrections/changes, acknowledgement of parentage, home births, delayed birth registrations etc.) via walk-ins, email and/or mail.

Clark County, Washington

- Registers, amends, processes, issues, and certifies birth and death certificates in Clark County pursuant to WAC's and RCW's, local laws and instruction of the State Registrar.
- Documents and processes routine and complex requests received in person, over the phone, fax, internet and by mail for confidential and/or public information (i.e., vital record certificates, burial permits, record searches); processes phone, internet, and mail-in requests for death certificates
- Issues certified records following RCW 70.58A.530 to appropriate individuals authorized to receive record through the Washington Health and Life Events System (WHALES).
- Performs weekly audits to account for all security paper issued by DOH within the WHALES system.
- Compiles reports and submits to the appropriate agencies on a weekly and monthly basis (i.e., CDC, Medical Examiner, County, and Department of Health).
- Utilizes the Electronic Death Registration System (EDRS) to file/approve Clark County death certificates and hard paper copy death certificates in certain circumstances.
- Communicates/coordinates as needed with Funeral Directors, physicians, and Medical Examiner for a true and accurate completion of death certificate pursuant to the Center for Disease Control guidelines.
- Educates physicians as needed on how to properly complete the cause of death section electronically on a death certificate.
- Refers appropriate cases to the Medical Examiner to prevent final disposition without proper investigation; screens death and fetal death certificates to assure they are complete/accurate, and an acceptable cause of death is documented per the Center for Disease Control guidelines
- When certification is needed, obtains the medical history and pertinent death information from the Medical Examiner. Forwards this information to the Health Officer as the certifying physician on the death certificate.
- Processes corrections to death certificates, faxes to DOH, monitors WHALES to ensure correction is made appropriately, reissues, and submits corrected death certificates to the medical examiner and appropriate parties.
- Processes payments received in person, over the phone, over the internet and/or through the mail for all programs within the agency.
- Creates invoices and post batches into the accounting system for multiple agency programs.

- Verifies and calculates amounts due, verifying proper identification and/or completion of forms.
- Prepares refund requisitions and other cashier report forms, statements and schedules to internal staff and clients.
- Answers multi-line phone line.
- Sorts, processes, and handles agency incoming mail, processes program outgoing mail.
- Provides guidance and technical information to staff, the public and other agencies, enabling the client to comply with regulations.
- Responds to customer complaints. Exercises de-escalation techniques with confrontational clients. Determines appropriate course of action to address the complaint. Consults with supervisor as needed.
- Shows appropriate cultural awareness and sensitivity.
- Seeks to improve internal processes and the quality of services and products.
- Participates in emergency events as assigned through the incident command structure.
- Performs related duties as assigned.

QUALIFICATIONS

- Three to five years of responsible and advanced administrative support experience including the full range of office and support functions; telephone and reception, word processing, spreadsheet and other personal computer applications, filing systems, mail, supplies, budgeting, accounting and others. In those positions requiring typing, the incumbents must, upon entry into the position, be able to type at a rate of no less than 55 words per minute.
- Other combinations of education or experience, which would demonstrate the ability to perform the work, will be considered.
- Specialized experience in the area of assignment is highly desirable. However, this expertise is not required at entry into the classification.
- In some positions, the incumbent may be required to possess or be able to obtain a valid motor vehicle operator's license.
- Some positions require or prefer certain bilingual skills

Knowledge of: general office procedures and practices and of the specialized functions, policies, and procedures of the work unit; spelling, capitalization, punctuation and rules of grammar, and of the formats and clerical procedures used in performing the work; filing and record-keeping procedures; applicable laws, county codes, ordinances, and policies governing the work of the department and assignment; business English; PC computer applications such as word processing, spreadsheets and data bases; basic bookkeeping and/or cashiering methods and practices.

Ability to: establish and maintain cooperative and effective working relationships; master the more complex department processes, services and functions; operate standard office equipment such as computer software applications, telephones, facsimile machines, copy machines; apply sound judgment in making decisions independently in accordance with established policies, procedures, and regulations; effectively maintain harmonious relationships with customers, including co-workers; diffuse difficult or highly charged situations; follow oral and written instructions; effectively guide and assist other employees; evaluate and improve department service delivery through enhancement of procedures, systems, organizational approaches and record keeping; develop and demonstrate effective customer service techniques; communicate effectively both orally and in written form.

Other Necessary Qualifications:

- Must be able to respond to public health emergencies or exercises at any time, except while on scheduled vacation or other leave. In addition, leaves may be cancelled under public health emergencies.
- Must protect the privacy and security of protected health information as defined in State and Federal law.
- Must adhere to OSHA/WISHA guidelines, including but not limited to timely completion of mandatory trainings.
- Possess a valid driver's license, vehicle insurance and has access to reliable transportation.
- Must adhere to the Department employee immunity policy and provide documents as requested.
- Maintenance of specific licenses (*if appropriate*).

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

Some walking, standing, bending, and carrying of light items weighing no more than 25 lbs. may be required depending upon department and assignment. In some positions the incumbents may be spending a major part of the workday exchanging information orally and via telephone over a counter. Such duty may require prolonged periods of standing. Stapling, stacking, lifting, ladder climbing, and storage are performed on a routine basis. Essential duties include walking, stamina, seeing, reading, speaking, handwriting, keyboarding, and hearing.

Occasionally, incumbents experience highly stressful situations in the process of resolving problems of an immediate nature, such as facing irate clients dissatisfied with information received, action taken or to be taken by a program, department and/or division.