

POSITION DESCRIPTION
COUNTY OF DELAWARE, INDIANA

POSITION: Vital Records Administrative Assistant
DEPARTMENT: Health
WORK SCHEDULE: 8:30 a.m. – 4:00 p.m., M-F
JOB CATEGORY: COMOT (Computer, Office Machine Operation, Technician)

DATE WRITTEN: November 2023
DATE REVISED:

STATUS: Full-time
FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Delaware County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless those accommodations would present an undue hardship.

Incumbent serves as Vital Records Administrative Assistant for the Delaware County Health Department, responsible for processing, issuing, and maintaining vital records in compliance with state and County guidelines and assisting the public.

DUTIES:

Performs various duties pertaining to birth and death records, including but not limited to preparing and issuing birth and death certificates, filing birth records electronically, filing and scanning death records, printing and mailing birth notifications, verifying identifications and applications with Department records, and accepting and receipting fees accordingly.

Answers telephone and receives office visitors, provides and/or verifies vital records information, prepares copies, notarizes documents, takes messages, schedules appointments, and/or refers callers to co-workers or more appropriate person or agency.

Provides assistance with various requests including preparing and/or providing forms to applicants, forwarding completed forms to state, and instructing applicants on filing requirements and procedures.

Communicates with medical personnel and funeral directors to provide assistance with death certificates/forms and reviews death certificates to ensure compliance with state requirements.

Assists the public with genealogical searches, researches Department records, contacts related agencies for information, and provides copies as requested.

Types burial permits for hospital, County Coroner, and convalescent centers and maintains related files accordingly.

Performs various clerical duties, such as preparing deposits, filing reports, processing mail, and preparing routine return correspondence. Prepares vital records statistic reports.

Attends vital records training/conferences as required.

Assists department personnel as needed.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

Associates degree w/ Prior related work experience preferred.

Ability to meet all hiring and retention requirements, including passage of drug test and background check.

Working knowledge of state legal codes related to department and vital records, with ability to refer to manuals, journals, and registries.

Working knowledge of vital records operations and procedures, with ability to effectively receive and route callers, accept forms and applications, and assist co-workers and members of the public accordingly.

Working knowledge of standard office procedures, basic computer skills including data processing/spreadsheet/email, as well as Department-specific software/applications with ability to apply such knowledge to a variety of interrelated processes, tasks, and operations.

Working knowledge of filing systems with ability to create and maintain accurate and complete Department files.

Working knowledge of standard English grammar, spelling, and punctuation, and ability to prepare documents, correspondence, and written reports as required.

Ability to properly operate a variety of standard office equipment, including computers, telephones, calculators, fax machines, copiers, and other equipment as needed.

Ability to effectively listen, comprehend, and communicate with co-workers, other County/City departments, personnel from other departments and agencies, medical personnel, funeral homes, and the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Ability to provide public access to or maintain confidentiality of Department information and records according to state requirements and Health Insurance Portability and Accountability Act (HIPAA).

Ability to understand, memorize, retain, and carry out written or oral instructions and present findings in oral or written form.

Ability to work alone with minimum supervision with others in a team environment.

Ability to work on several tasks at a time, occasionally under time pressure or amidst distractions.

Ability to apply knowledge of people and locations.

Ability to count, compute, and perform arithmetic operations.

Ability to compile, classify, and analyze data.

Ability to file, post, and mail materials.

Shall comply with all employer and Department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to occasionally travel out of town for conferences and training, sometimes overnight.

Ability to respond to public health emergencies on a 24-hour basis.

Possession of a valid Indiana driver's license and a demonstrated safe driving record.

II. RESPONSIBILITY:

Incumbent performs duties according to a flexible, customary routine, with schedules and work priorities determined by a supervisor, seasonal deadlines, and service needs of the public. Assignments are guided by definite objectives using a variety of methods or procedures. Decisions are always determined by specific policies and procedures and/or guidance from supervisor. Errors in work are primarily detected or prevented through standard bookkeeping checks, legally defined procedures, and/or notification from other departments, agencies/public. Undetected errors could result in loss of time to correct error or inconvenience to other agencies/departments/public.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains communication with co-workers, other County/City departments, personnel from other departments and agencies, medical personnel, funeral homes, and the public for the purposes of exchanging information and rendering services.

Incumbent reports directly to Registrar and Administrator.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment, including sitting/walking at will, sitting for long periods, driving, lifting/carrying/pushing/pulling objects weighing less than 25 pounds, handling/grasping/fingering objects, keyboarding, crouching/kneeling, bending, reaching, close/far vision, color/depth perception, hearing sounds/communication, and speaking clearly.

Incumbent occasionally travels out of town for conferences and training, sometimes overnight and respond to public health emergencies on a 24-hour basis.

APPLICANT/EMPLOYMENT ACKNOWLEDGMENT

The job description for the position of Vital Records Administrative Assistant for the Delaware County Health Department describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes _____ No _____

Applicant/Employee Signature

Date

Print/Type Name