



Deputy Registrar II

Job Description

Department: Health
Position: Career Service
Grade: 717
Supervisory: No
Reports to: Deputy Registrar Supervisor

Summary

Under general guidance and supervision of the Deputy Registrar Supervisor, performs clerical support at the full performance level to execute specialized duties related to the registration of births and deaths in Utah County and the issuing of related certificates. Performs duties to ensure the integrity and legal compliance of permanent records.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Serve as a customer service representative by answering department and vital records calls, providing information, and directing inquiries to the appropriate staff or department as needed.
2. Maintain security of vital records; ensure confidentiality and prevent fraudulent use of records.
3. Utilize and maintain proficiency in the Utah Department of Health's vital records computer systems, including Issuance Record Information System (IRIS), and the Electronic Death Entry Network (EDEN); adhere to established state policy, procedure, and practice.
4. Ensure the timely, accurate, and compassionate registration of births and deaths in Utah County; ensure appropriate communication and humane handling of sensitive information; process the correction of vital records, as needed.
5. Respond accurately and efficiently to public requests for vital records, including the preparation and issuance of certified birth and death certificates; prepare written correspondence and responses for vital records assistance.
6. Maintain updated vital records; correspond with funeral homes, the State Medical Examiner's Office, and medical records personnel to update documentation, as needed.
7. Account for numbered, certified copies of documents issued and fees collected.
8. Receive payments and issue receipts for copies of records or related transaction fees.
9. Maintain cash drawer; prepare deposit daily funds; run end of day financial report and reconcile against the IRIS report.
10. Prepare and submit appropriate daily reports as required by the department or Utah Department of Health.

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FLSA: Non-Exempt
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Public Safety: No

Worker's Compensation: Clerical
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Safety Sensitive: No
DOT: No
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11. Assist with registration at immunizations clinics, as needed; accept insurance information from clients; receive payments and issue receipts for vaccinations.
12. Receive and respond to public complaints and inquiries; resolve issues according to established policies and procedures.
13. Assist with department purchasing; obtain and process purchase orders; order approved supplies and materials.
14. Assist with preparing invoices for mortuary billing; enter payments, as needed.
15. Assist with preparing Children's Trust Fund monthly reports.
16. Utilize Artificial Intelligence (AI) tools as directed by Utah County Policy and with approval from Department Head.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices and equipment
- Knowledge of proper grammar, spelling, punctuation, and basic math
- Knowledge of customer service principles and public relations techniques
- Skilled in word processing, data entry, and basic spreadsheets
- Skilled in using various software programs unique to the Health Department and/or Vital Records
- Ability to maintain cooperative working relationships with those contacted during the course of work activities
- Ability to communicate clearly and professionally, both verbally and in writing
- Ability to understand and follow detailed work instructions
- Ability to identify and prioritize relevant information from large volumes of data
- Ability to prioritize multiple tasks effectively in a fast-paced, high-volume environment
- Ability to type accurately and efficiently at a speed appropriate for job requirements
- Ability to handle sensitive information with discretion and maintain confidentiality
- Ability to read and comprehend documents and written instructions

Supervisory Responsibility

This position has no direct supervisory responsibility but serves as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment, and the incumbent will be required to work in one or more satellite clinics. This role routinely uses standard office equipment such as laptops, desktops, switchboards, smartphones, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. Work may expose the incumbent to high-stress situations, including contact with the public in uncomfortable, confrontational, and emotionally charged circumstances.

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Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use a high degree of manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee typically sits at a desk and is regularly required to stand, walk, talk, and listen. Specific vision abilities required by this job include close vision and the ability to adjust focus. The employee is required to type, file, and lift supplies up to twenty-five (25) pounds. The employee can expect to work for sustained periods of time maintaining concentrated attention to detail. The employee occasionally drives a motor vehicle.

Position Type / Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. Expected work hours are 8:00 am to 5:00 pm, Monday through Friday. There may be availability to work out a flex schedule that works for both the County and the employee, with advanced approval. Occasional evening and weekend work may be required as job duties demand. May provide after-hours emergency services to the public, as needed.

Travel

Travel is primarily local during the business day and may include driving to financial institutions within Utah County. Some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. High school diploma or equivalent.
2. Three (3) years of work experience in general clerical support.
1. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants who are bilingual in English and Spanish.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.
3. Incumbents may be required to obtain a State of Utah Certificate of Authority of Notary Public.

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Career Ladder Advancement

For career ladder advancement from a lower classification level of this series to a higher one, there must be funding in the budget and the employee must:

1. Possess the required licensure and certifications of the higher classification level.
2. Meet the education and experience requirements and the class characteristics of the higher classification level.
3. Receive written recommendation from the department head.
4. Receive approval from the Director – Human Resources.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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