



Deputy Registrar Supervisor

Job Description

Department: Health
Position: Career Service
Grade: 723
Supervisory: Supervisor
Reports to: Deputy Director - Health

Summary

Under general guidance and direction of the Deputy Director – Health, performs supervisory, administrative support, and advanced clerical work in managing the day-to-day operations and clerical personnel of the vital records function of the Health Department.

Essential Functions

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

1. Provide leadership and guidance to the vital records team, ensuring that all staff members understand their roles and responsibilities and are performing effectively.
2. Supervise, plan, and coordinate the work of assigned personnel; schedule workload and delegate assignments; oversee training and conduct staff meetings.
3. Make staffing decisions related to the hiring, retention, and training of assigned personnel; evaluate and conduct performance appraisals.
4. Identify, evaluate, and resolve personnel concerns; administer disciplinary actions in accordance with County policy and procedures.
5. Implement quality control measures to ensure the accuracy and integrity of vital records; conduct regular audits and reviews to identify and address any discrepancies or errors.
6. Ensure proper policies and procedures are followed to ensure confidentiality and prevent fraudulent use of records.
7. Monitor changes in statutes and operating guidelines to ensure compliance and accuracy of records.
8. Provide training and technical assistance for the Utah Department of Health Online Link for Issuing Vital Events Records (OLIVER) computer system for vital records; authorize the addition and deletion of approved users.
9. Serve as the primary contact for all internal and external stakeholders; provide excellent customer service by addressing inquiries, managing complaints, and resolving issues according to established policies and procedures to ensure professional and respectful experience.

For Office Use Only

Job Code: 6609

Job Title: Deputy Registrar Supervisor

FLSA: Non-Exempt

Effective Date: 12/29/2025

Public Safety: No

Worker's Compensation: Clerical

Background Level: I

Safety Sensitive: No

DOT: No

ML: Supervisor

10. Oversee the timely, accurate, and compassionate registration of births and deaths in Utah County; prepare and issue official birth and death certificates; utilize Electronic Death Entry Network (EDEN) and other systems in full compliance with established policies, and procedures.
11. Participate in strategic planning activities and identify opportunities to leverage technology to improve vital records management; collaborate with Utah County Information Technology (IT) and other IT professionals to implement new software, automation tools, and overall program efficiencies as needed.
12. Collaborate with funeral homes and medical records personnel to ensure the accurate and timely completion of vital records; provide billing information to customers and manage payment follow-ups.
13. Manage all financial and administrative operations for the division, including overseeing fee collection, reconciling financial records and cash accounts, preparing budget estimates, handling payroll time tracking and approval of leave time.
14. Account for all certified records and associated fees; process payments and reconcile records to ensure the integrity of all issued forms and collected revenue.
15. Maintain cash drawer; prepare daily deposit for delivery to Utah County Treasurer; run cash register report and reconcile with OLIVER report.
16. Prepare and submit appropriate daily reports as required by the department or Utah Department of Health.
17. Manage public inquiries and correspondence related to vital records; contribute to the website design and posting of information sought by the public.
18. Order and maintain office supplies, process purchase orders as necessary, and oversee the management of the postage meter and all incoming and outgoing mail.
19. Manage the vital records correction process including affidavits, updating files based on state responses, and issuing corrected records as needed.
20. Serve as Record Retention Coordinator for department.
21. Respond to public health emergencies as required by department or division administration.
22. Utilize Artificial Intelligence (AI) tools as directed by Utah County Policy and with approval from Department Head.

Knowledge, Skills, and Abilities

- Knowledge of federal, state, and local laws, statutes, and regulations governing vital records management and confidentiality
- Knowledge of office management practices and procedures of the Health Department and Utah County Rules and Regulations
- Knowledge of office management procedures, government reporting requirements, and financial accountability principles, including budget preparation and cash handling protocols
- Knowledge of vital records forms and processes including state and local statutes governing the handling and final disposition of human remains

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- Knowledge of relevant vital records computer systems such as EDEN and OLIVER, including their functions, security protocols, and data entry processes
- Skilled in supervisory and leadership techniques
- Skilled in reading, writing, and basic bookkeeping
- Skilled in developing and implementing quality control programs and conducting regular audits to identify and correct data discrepancies and procedural errors
- Skilled in word processing, data entry, document composition, and spreadsheet creation
- Skilled in creating and maintaining records, filing systems, and other work processes
- Ability to manage conflict, interpret complex regulations, and resolve errors and complaints
- Ability to maintain accuracy and attention to detail when processing a high volume of records and transactions in a fast-paced environment
- Ability to maintain cooperative working relationships with those contacted during the course of work activities
- Ability to communicate effectively both verbally and in writing with the public, staff, funeral homes, and other government agencies
- Ability to effectively motivate and supervise others
- Ability to type accurately and at an acceptable rate, based on job duties
- Ability to maintain confidentiality of highly sensitive records and information

Supervisory Responsibility

This position has direct supervisory responsibility and serves as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as laptops, desktops, 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 and others in confrontational, emotionally charged, or uncomfortable circumstances.

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 is regularly required to stand, talk, walk, and listen. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file, and lift supplies up to forty (40) pounds. The employee may work for sustained periods of time maintaining concentrated attention to detail. The employee occasionally drives a motor vehicle.

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Position Type / Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. Bachelor's degree in Public Administration, Public Health, Business Administration or a closely related field.
2. Two (2) years of complex clerical or administrative support, including one (1) year of supervisory experience.
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.
2. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.
3. Preference may be given to applicants with lead or supervisory experience.

Additional Eligibility Qualifications

1. Selected applicants must obtain a State of Utah Certificate of Authority of Notary Public within the probationary period for new hires or trial period for promoted County employees.
2. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
3. Selected applicants will be required to submit to a pre-employment drug screen and background check.

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.

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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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