

VITAL RECORDS ADMINISTRATOR

Position Purpose:

The purpose of this position is to oversee the maintenance, organization and distribution of vital records within the online database Vitals Information Partnership (VIP) of the State Department of Public Health. Performs administrative and clerical work in maintaining and organizing all vital records for the town clerk's office; performs all other related work as required.

Supervision:

Supervision: Performs varied and responsible functions of an administrative, clerical and often confidential nature, requiring a thorough knowledge of departmental operations, the exercise of judgment and initiative. Operates with a moderate to high degree of independence to interpret guidelines and carry out assignments independently, referring only unusual or technical issues to supervisor.

Supervision Received: Works under the broad supervision of the Assistant Town Clerk, following department rules, regulations and policies, requiring the ability to plan and perform operations, and to independently complete assigned tasks according to prescribed time schedules; unusual cases are referred to supervisor.

Supervision Given: None.

Job Environment:

Work is performed under typical office conditions; work environment is moderately noisy. Work is performed with constant interruptions throughout the day.

Operates a computer, calculator, telephone, copier, facsimile machine, and other standard office equipment.

Makes frequent contacts with the general public, public officials and offices, vendors, public schools, lawyers, other town departments, and other municipalities and funeral homes. Communication is by telephone, in person, and in writing by mail, email or fax.

The employee has extensive access to confidential information.

Errors could result in delay or monetary loss, loss of service and legal repercussions.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Handles all administrative processes and procedures related to vital records management for the town clerk's office. Responsible for vital records creation and registration including births, deaths, marriages which must be registered in Sudbury and with the Commonwealth.

Responsible for maintaining birth and death vital records. Coordinator and principal operator of the online database Vitals Information Partnership (VIP) of the State Department of Public Health, which streamlines and integrates the registration of vital events securely, across the Commonwealth and interfaces with hospitals, doctors, medical examiners and funeral homes; authorized as a burial agent for the town clerk's office, to certify burial permits and other vital records also through this sophisticated, highly confidential and secure system. Processes all requests for certified copies of birth, death, and marriage certificates. Creates birth certificates for all adoptions where the original birth occurs outside the Commonwealth and the USA.

Prepares "underground storage" letters and permits and collects the fees associated. Assists with the issuance of various other departmental licenses and permits, to include raffles, "Doing Business As" (DBA) certificates and dog licenses.

Responsible for the mailing and accounting of all absent voter ballots. This may include certifying eligibility and verifying signature against voter cards. Accepts, organizes and processes absentee ballot applications for local, state, and federal elections. Enters all information into VRIS system, tracking absentee voters and applications. Accepts, organizes and processes absentee ballot applications, facilitates the mailing of ballots, the process for absentee voters to vote in the Town Clerk's Office while maintaining the confidential integrity of the voter's ballot. Electronically transmit ballots by email to military and overseas voters in compliance with the Federal and State laws while maintaining a high degree of confidentiality in compliance with the regulations of the Secretary of the Commonwealth, receives, prints and secures the ballots upon return by email for processing on Election Day. Co-ordinates other office staff, the evening before each election to update absentee voter information on the voter lists for all precincts as required by MGL Chapter 54 section 91.

Certifies signatures for candidates running for local, state, and federal offices and signatures for initiative petitions.

Accountable for the accounts payable transactions for the office of the Town Clerk and the payroll for the office and 135 election workers. Tracks financial transactions daily, weekly, and monthly and maintains the financial ledgers. Confirms monthly reports of balances with the Town Accountant. Compiles year-end report for submission by Town Clerk for Annual Town Report.

Performs seasonal and special projects including preparation of materials for elections and town meeting.

Acts as witness to the filing of marriage intentions and voter registrations. Acts as burial agent for burial permits. Issues certified copies of birth, marriage, and death certificates.

Accepts and records receipts of open meeting law packets, receipts of Conflict of Interest Law Summary and certificates of Online Ethics training and records these filings in compliance with State Laws; notarizes documents for the general public; performs genealogical and other research of records for the public. Responds to questions, requests for information and complaints from

the general public, public officials, department heads and staff, in person and by telephone, tactfully and appropriately; makes referrals to supervisor as needed.

Recommended Minimum Qualifications:

Education, Training and Experience:

High School Education. Up to three years of experience in records management and/or experience in municipal government; accounting experience helpful; or any equivalent combination of education and experience.

Special Requirements:

Notary Public

Knowledge, Ability and Skill:

Knowledge: General knowledge of the Federal laws, State statutes and Town bylaws relating to functions of the Town Clerk's Office. Working knowledge of office computer software programs and applications. General knowledge of records management.

Ability: Ability to establish and maintain effective and harmonious working relationships with Town officials and departments, State agencies and the general public. Ability to communicate effectively in written and verbal form. Ability to maintain complex record keeping systems. Ability to prioritize multiple tasks and deal effectively with interruptions, often under considerable time pressure. Ability to operate standard office systems.

Skill: Excellent customer service and interpersonal skills including the ability to interact tactfully and appropriately in person and on the phone, diffuse difficult situations and resolve conflicts; Sound judgment, decision making and analytical skills. Skill in operating computers and applicable software applications; proficiency in word-processing, database, statistical, financial and spreadsheet applications. Skill in operating a keyboard and calculator. Excellent written and verbal communication skills.

Physical Requirements:

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

Duties generally require the ability to exert moderate physical effort in sedentary to light work, but at times involve some lifting, carrying, pushing and/or pulling of common objects and materials such as paper, files and voting equipment of some weight (up to 30 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Ability to stand, walk, sit, talk, listen and use hands to operate office equipment, including keyboard and calculator at an efficient speed. Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Essential functions require close vision for

regularly working with details, numbers and complex documents and view computer screens. Tasks require the ability to communicate orally.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)