



Salt Lake County Job Description

Assistant Program Manager

DEPARTMENT: Human Services

DIVISION: Health/2150

JOB CODE: 114 **GRADE:** 14

FLSA STATUS: Non-Exempt

SAFETY SENSITIVE: No

EFFECTIVE DATE: 07/28/2015

JOB SUMMARY

Assists management with daily operations, staff supervision, and customer relations. Oversees and provides staff training on processing and issuance of vital records.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university in Public Administration, Public Health, or a related field, plus one (1) year of experience in vital records, records management, or related field; OR an equivalent combination of directly related education and work experience.

Applicants with one (1) or more years of supervisory experience may receive preference.

A valid Driver's License to operate a vehicle may be required.

Due to the nature of this position, the successful applicant must pass a required background investigation.

It is mandatory that all new hires receive the Tdap (Tetanus, Diphtheria & Pertussis) vaccine before beginning employment or provide a copy of their immunization record prior to starting employment. The immunization record must show the vaccine name and date received.

Upon hire, a two-step Tuberculosis skin test will be required. The first will need to be placed prior to starting employment.

Must become a notary public within six (6) months of hire date.

ESSENTIAL FUNCTIONS

The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.

Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without a reasonable accommodation.

- Assists management with oversight of Vital Records Offices. Develops internal procedures, provides statistical reports of program activities, conducts outreach to agencies, and maintains and updates program website.
- Identifies needs and trains employees in the areas of professional development, customer service, and vital records management.
- Assists in the supervision of staff which includes hiring, orienting, training, assigning and reviewing work performance appraisal, and discipline.

- Assists in planning, implementing, and evaluating program goals.
- Assumes responsibility for all program operations and staff supervision in the absence of management.
- Develops and maintains professional relationships with state and local vital records agencies, funeral homes, hospitals, and other agencies.
- Assists in determining budget needs, tracks expenses and revenues, and ensures offices have needed equipment/supplies.
- Utilizes software applications to manage and transmit vital records information.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

Knowledge of:

- Vital Statistics Act
- State statutes that govern reportable public health events
- Birth and death certificates and registration requirements
- Interment, burial transit/cremation permit, and disinterment registration and procedures
- Applicable laws, regulations, and rules governing access and privacy of records
- Government agencies and community organizations
- Medical terminology
- Emergency response procedures

Skills and Abilities to:

- Manage, train, and evaluate staff
- Stay current with industry standards in managing electronic records
- Follow agency standards and protocols, including cash management procedures
- Communicate clearly in written and verbal form, resolve conflict, and provide excellent customer service
- Apply logic to analyze data and information, identify problems, and draw conclusions
- Perform effectively and efficiently under stressful conditions
- Work independently
- Write reports, develop and present information, and provide training
- Pursue professional development to increase job-related competencies

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Work in office setting with staff in close proximity, perform tasks while sitting and standing, and be able to lift items weighing up to 20 lbs.

Revised Date/Consultant's Initials: 02/24/2016 MP