

# CITY OF HAMILTON

**CORPORATE SERVICES DEPARTMENT**  
**(CITY CLERK'S DIVISION – CORPORATE RECORDS/FREEDOM OF INFORMATION SECTION – LOCATION – 71**  
**MAIN ST. W.)**

**VITAL STATISTICS RECORDS CLERK - CUPE 5167(INSIDE WORKGROUP)**

**SUMMARY OF DUTIES**

Reporting to Manager, Corporate Records/FOI, performs duties associated with Vital Registry Services including processing Death Registrations, issuing Burial Permits, providing guidance and training on issuing Marriage Licences and maintaining an Official Register, in accordance with the Vital Statistics Act, of Death Registration and Marriage Licenses issued by the City of Hamilton. Responsible for administering counter services and phone call inquiries for the City Clerk's Office.

**GENERAL DUTIES**

Thoroughly checks Medical Certificates of Death submitted by Medical Professionals and Statements of Death submitted by Funeral Directors for accuracy.

Corresponds and follows up with Medical Professionals and/or Funeral Homes regarding inconsistent information provided on Medical Certificates of Death and Statements of Death.

Makes corrections to Death Registration forms and prepares forms for signature by Division Registrar.

Maintains confidentiality of Vital Records.

Numerically organizes Death Registration forms and submits to the Registrars Office on a weekly basis.

Accurately inputs, Death Registration information in database.

Prepares and sends batch reports to Account Receivable for monthly billing of Funeral Homes for the issuance of Burial permits.

Maintains the Official Register of Death Registration and Marriage License issuance information.

Prepares Registers for Microfilm processing on an annual basis.

Key contact for Municipal Customer Service Representatives with questions relating to the issuance of burial permits, Marriage Licenses and Birth Registration information.

Receives and responds to inquiries from Registrars Office of Ontario and Funeral Directors in Hamilton.

Maintains and ensures an adequate supply of Vital Statistic forms.

Distributes forms to the public, Hospitals and Funeral Directors as required.

Maintains filing system relating to Vital Statistic Records.

Processes incoming and outgoing mail relating to Vital Statistic Records.

Assists public with assessment inquiries.

Prepares letters confirming ownership of property and residency in the City of Hamilton.

Prepares letters confirming proof of life for pension related matters.

Receives and responds to calls from the public relating to all services provided by the City Clerk's Office.

Verifies information provided on Pension forms and prepares forms for signature by the Clerk and affixes Corporate Seal.

Accepts Municipal Information Forms relating to Liquor License Applications.

Works in accordance with provisions of applicable health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the responsibilities of the job.

**QUALIFICATIONS**

1. Previous business office experience related to Vital Registry Services and Customer Services including records management and data entry, normally acquired through a combination of education and related work experience.
2. Demonstrated experience in a computerized environment, including data input and an excellent knowledge of computer applications in a Windows environment including Microsoft Word, Excel and Outlook and Access. Ability to conduct Internet searches in a timely manner. Experience with Hansen database would be considered an asset.
3. Demonstrated experience working in a customer service environment serving a diverse, multicultural, multilingual public.
4. Excellent interpersonal skills with demonstrated ability to communicate effectively, courteously and tactfully with external stakeholders/the general public.
5. Must be well organized, possess initiative and good judgement. Ability to work independently with excellent time management skills.
6. Proficient keyboarding, data entry skills and numeric sense.
7. Demonstrated ability to accurately and quickly convert information from written, typed or printed documents into database applications.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PROCEDURES FOR THIS POSITION AND THE WORKPLACE.**

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