



CITY OF BRIDGEPORT, CONNECTICUT

The City of Bridgeport is now accepting submissions for the position of

Vital Records Customer Service Clerk *Health Department*

In direct support of Mayoral goals, and consistent with the objectives of our department, we are dedicated to enhancing the health and well-being of the Bridgeport community. Our mission is to provide high-quality public health services that promote and protect the health of our citizens. We accomplish this by monitoring the effectiveness of our programs, enforcing laws and ordinances that support public health, and collecting critical health data to inform our work. Commitment to excellence is unwavering, and we are proud to be an integral part of building a healthier, happier, and more vibrant Bridgeport.



For more information visit: <https://www.bridgeportct.gov/government/departments/public-facilities>

Salary and Benefits: \$41,895.00 per year. This position includes a comprehensive benefits package. This summary provides a brief overview of the benefits available to regular full-time municipal employees; these benefits include retirement pension administered by CMERS (Connecticut Municipal Employees Retirement System), health insurance (medical, dental, vision, prescription), life, disability, paid leave, paid holidays, 457(b) deferred compensation plan (employee paid), and other voluntary employee-paid benefits. This is a unionized position.

The City of Bridgeport also offers several voluntary benefit programs via automatic payroll deduction: 457(b) Deferred Compensation Plan with Roth options, legal services, and complimentary discounted perks for city municipal employees. Retail and tuition discounts may be available at various universities and businesses that have partnered with the City of Bridgeport.

The city participates in the Connecticut Municipal Employees Retirement System (CMERS) (www.osc.ct.gov/rbsd/cmers/muniretire.htm), which requires both employer and employee contributions. Please be aware that your earnings from this position are not covered under Social Security; instead, you will make contributions towards your government pension plan. For further information, you may visit the Social Security website at ssa.gov.

Application Process: Mail, deliver, or email a resume, a cover letter, and a completed Civil Service Application (found below) to the Civil Service Commission Office, Room 106, 45 Lyon Terrace, Bridgeport, Connecticut 06604, or by email to COB.Jobs@bridgeportct.gov. Please include "Vital Records Customer Service Clerk" in the subject line.

Accepting complete submissions until Friday, February 21, 2025

(Any/all changes to this opening shall be at the discretion of the City of Bridgeport).

This position will require a pre-employment medical examination and controlled substance screening.

Municipal Profile

The City of Bridgeport is in Fairfield County at the mouth of the Pequonnock River on Long Island Sound. It is bordered by the towns of Trumbull to the north, Fairfield to the west, and Stratford to the east. The most populous city in Connecticut, it has an approximate population of 147,000, consisting of 50,367 households, with a population density of 9,226 residents per square mile. Nicknamed the “Park City” for its over 40 public parks, including the Olmsted-designed Seaside Park and Beardsley Park, Bridgeport is a vibrant community, and was recently cited as the 11th most diverse city in the country (with some 85 languages spoken here). *NBC Today* also labeled Bridgeport one of the [top 5 booming cities in the nation](#). The City is also home to numerous attractions, such as the [Barnum Museum](#), [Connecticut's Beardsley Zoo](#), the [Hartford Healthcare Amphitheater](#), the [Total Mortgage Arena](#), and the Soundside Music Festival, all of which bring thousands of visitors to the city each year for a myriad of events. A center of learning, Bridgeport is home to Sacred Heart University’s Center for Healthcare Education, the University of Bridgeport, and Fairfield University’s Bellarmine Campus, as well as the campus of the Paier College of Art and the Housatonic Community College. The city also hosts two major medical centers which serve the region and are the city’s largest employers: Bridgeport Hospital, which is part of the Yale New Haven Health Care System, and Saint Vincent’s Medical Center, which is part of Hartford Healthcare.

Governing Structure

The City has a Mayor-City Council form of government. Bridgeport has an elected mayor who serves as the chief executive officer of the municipal government and serves a four-year term. The current mayor is Joseph P. Ganim, who is currently serving his eighth term as mayor. The City Council is the twenty-member legislative body whose two major responsibilities are enacting ordinances necessary to ensure the welfare and good order of the City and adopting the City’s [annual budget](#). Councilmembers are elected by the residents of the ten council districts to represent the concerns, needs, and issues of their constituents, and work to improve the City’s neighborhoods. All Councilmembers serve a two-year term in office.

GENERAL STATEMENT OF DUTIES

This position is responsible for providing outstanding service and assistance to customers received in the Health Department’s Vital Records Division. This primary function includes: (1) collection, balance, and processing of daily cash reports, (2) proper handling of all customer issues, (3) handling of phone calls, mail, email, etc. Incumbents of this position must deal successfully with the public, in person, and over the telephone, respond tactfully, clearly, concisely, and courteously to issues, concerns, and needs tactfully, clearly, concisely, and courteously to issues, concerns, and needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions or duties described below are the primary functions and duties of the position. There may be other types of work that may be performed, and the omission of a particular duty or function does not exclude that duty or function from the position provided the duty or function is similar in work, related to the work or logically assigned to the position.

- Handle all aspects of a high level of customer service
- Provides outstanding service and assistance to customers
- Collect, balance, and process daily cash report
- Handle all customer issues
- Handle taxpayer concerns
- Handling phone calls, mail, email, etc.
- Deal successfully with the public, in person, and over the telephone, respond tactfully, clearly, concisely, and courteously to issues, concerns, and needs
- Adhere to all local, state, and federal health and vital records regulations
- Implement and maintain filing systems

- Able to work under steady pressure with frequent interruptions and a high degree of public contact in person and by phone
- Read, understand, and review documents for accuracy and relevant information
- Operate and use modern office equipment including a computer, cash register, and various software packages
- Type and enter data at a speed necessary for successful job performance
- Communicate clearly and concisely, both orally and in writing
- Compile a variety of information and records and exercise good judgment in maintaining information, records, and reports
- Read, understand, and review documents for accuracy and relevant information
- Establish and maintain effective working relationships with those contacted in the course of work

MINIMUM EDUCATIONAL AND EXPERIENCE REQUIREMENTS

- High school graduate
- One year of Vital Records experience or comparable
- Experience in an office dealing exclusively with the public
- Basic knowledge of Microsoft Office Package with emphasis on Excel application

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to communicate effectively with other staff members and the general public
- Have knowledge of the Connecticut laws that govern vital statistic records
- Have strong technical skills in relation to MUNIS Financial Software

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations which do not cause undue hardship may be made to enable individuals with disabilities to perform the essential functions.

This job description is not, nor is to be intended to be, a complete statement of all duties, functions, responsibilities, and qualifications which comprise this position. The above is intended as a general summary only. You should not rely on it as a complete or binding explanation. This summary is subject to the reasonable discretion of city management. This summary does not constitute a contract of employment, express or implied, between the employee and the City of Bridgeport. This is an informational guide and is subject to correction of any information which may have been inadvertently misstated.

The City of Bridgeport is an Equal Opportunity Employer

For further information and contact:
CIVIL SERVICE COMMISSION
45 LYON TERRACE, ROOM 106
BRIDGEPORT, CONNECTICUT 06604
TELEPHONE: (203) 576-7103



[Explore Bridgeport](https://www.bridgeportct.gov/explore)



**CITY OF BRIDGEPORT, CONNECTICUT
CIVIL SERVICE COMMISSION**

CITY HALL • 45 LYON TERRACE • BRIDGEPORT, CONNECTICUT 06604

Employment Application

Position Applied for		Date	
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APPLICANT INFORMATION									
Last Name					First Name			M.I.	
Mailing Address						Apartment/Unit #			
City				State			ZIP		
Phone				E-mail Address					
Commercial Drivers License (CDL) (Yes/No)				CT Drivers License (Yes/No)					
Are you a citizen of the United States?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	If no, are you authorized to work in the U.S.?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Have you ever worked for the City of Bridgeport before?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	If so, when?				

EDUCATION										
High School				Address						
From		To		Did you graduate?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	Degree	
College				Address						
From		To		Did you graduate?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	Degree	
Other				Address						
From		To		Did you graduate?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	Degree	

REFERENCES				
<i>Please list three professional references.</i>				
Full Name			Relationship	
Company			Phone	
Address				
Full Name			Relationship	
Company			Phone	
Address				
Full Name			Relationship	
Company			Phone	
Address				

PREVIOUS EMPLOYMENT					
Company				Phone	
Address				Supervisor	
Job Title					
Responsibilities					
From		To		Reason for Leaving	
May we contact your previous supervisor for a reference?				YES <input type="checkbox"/>	NO <input type="checkbox"/>

Company				Phone	
Address				Supervisor	
Job Title					
Responsibilities					
From		To		Reason for Leaving	
May we contact your previous supervisor for a reference?				YES <input type="checkbox"/>	NO <input type="checkbox"/>

Company				Phone	
Address				Supervisor	
Job Title					
Responsibilities					
From		To		Reason for Leaving	
May we contact your previous supervisor for a reference?				YES <input type="checkbox"/>	NO <input type="checkbox"/>

DEMOGRAPHICS		
<p>The following section is voluntary and will in no way be used to influence your possible selection for any position. For the purposes of Affirmative Action, we are requesting that you fill out the data below. The purpose of collecting this data is statistical and may help this office to determine whether advertising is reaching all segments of the community.</p>		
<p>Gender</p> <p><input type="checkbox"/> Male</p> <p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Non-Binary</p> <p><input type="checkbox"/> Prefer not to answer</p> <p><input type="checkbox"/> Other: _____</p>	<p>Ethnicity</p> <p><input type="checkbox"/> Asian</p> <p><input type="checkbox"/> Black/African American</p> <p><input type="checkbox"/> Hispanic</p> <p><input type="checkbox"/> Native American</p> <p><input type="checkbox"/> Pacific Islander</p> <p><input type="checkbox"/> White/Caucasian</p> <p><input type="checkbox"/> Prefer not to answer</p> <p><input type="checkbox"/> Other: _____</p>	<p>How did you hear about us?</p> <p><input type="checkbox"/> City of Bridgeport Website</p> <p><input type="checkbox"/> Job Board (Indeed.com, etc.)</p> <p><input type="checkbox"/> Social Media (Facebook, etc.)</p> <p><input type="checkbox"/> City Employee _____</p> <p><input type="checkbox"/> Networking Event/Job Fair</p> <p><input type="checkbox"/> University/College Career Center</p> <p><input type="checkbox"/> Other: _____</p>

DISCLAIMER AND SIGNATURE	
Signature	Date

I certify that all information supplied on this application is accurate and truthful to the best of my knowledge. I understand that any misrepresentation of facts is cause for refusal of employment and/or termination of employment.

I understand that, if I am hired as a seasonal or part-time employee, I am not eligible for any City of Bridgeport sponsored benefits.

In the case of an emailed application, entering your name above will constitute an electronic signature. You may be asked to sign this application in person if you are offered a position with the City of Bridgeport.

It is the policy of the City of Bridgeport to employ, train, compensate, and promote individuals without regard to race, religion, national origin, sex, sexual orientation, age, disability, veteran status, or other characteristics protected by law.