

DATA ENTRY ASSOCIATE

General Statement of Duties

Performs technical data entry and maintenance of confidential information of applicants, participants and department records.

Distinguishing Features of the Class

An employee in this class is responsible for establishing and maintaining data, generating reports and maintaining hard copy files of a variety of confidential records. Work includes computer system back-up, modification of special reports and responding to staff needs and requests for special information. Work requires knowledge of data base management and microcomputer software applications including Microsoft Office applications. Work also requires initiative, the ability to meet repeated deadlines, exercise discretion and judgment and demonstrate enthusiasm for the Program and work, teamwork and oral and written communication skills. Work is carried out in accordance with federal and state grant requirements, federal, state and local laws and agency policies and procedures. Work is accomplished individually and in teams and occurs under direct supervision of the Program Operations or other Manager-level position. Work is evaluated through observation, conferences, goal achievement and Significant Incidents that demonstrate job quality, quantity, timeliness and results. Work is formally reviewed, and future goals are set, during an annual performance appraisal.

Behavioral Indicators of Organizational Principles

An Employee in this class, routinely and regularly, behaves in a manner that is consistent with and promotes both the letter and the spirit of the Agency's organizational principles:

- Teamwork – participate responsibly, solve problems, accept and support decisions
- Communication – listen responsibly, exhibit a spirit of openness, share relevant information in a timely and accurate manner, meet the organization's needs
- Quality – be professional and accountable, exceed standards, provide excellent service, strive to satisfy customers
- Respect – recognize boundaries, value diversity, behave in a direct and nonjudgmental manner

Duties and Responsibilities

Essential Duties and Tasks

- Reviews and verifies accuracy, enters and updates a large volume and variety of program-required hardcopy data and records into an electronic data base system.
- Prepares, edits and produces standard and designs requested ad hoc reports using the Program's database's report-writer and Microsoft Office applications
- Follows standard operating procedures to maintain and secure data.
- Prepares application documentation
- Organizes and maintains a user-friendly hard copy file system and retrieval procedures.
- Tracks and stocks routine office supplies
- Tracks maintenance of routine office equipment and reports operational problems to appropriate personnel
- Responds to telephone and personal inquiries about program applications and eligibility requirements
- Identifies eligibility requirements and communicates them to customers; acquires information and documents, and coordinates customer schedules, appointments and referrals.
- Secures information via telephone or personal contact;
- Handles sensitive information and maintains confidentiality and
- Maintains office or departmental records and files

Additional Job Duties

- Performs related duties as required

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Thorough knowledge of office practices and procedures;
- Thorough knowledge of and ability to use correct grammar, vocabulary and spelling;
- Considerable knowledge of data entry, database maintenance, report generation and record keeping methodologies;
- Considerable knowledge of Microsoft Office applications;
- Considerable knowledge of Program requirements and regulations and department intake procedures and policies;
- Ability to, accurately, key a minimum of 35 words per minute;
- Ability to operate routine office equipment;
- Ability to collect, organize, maintain and protect sensitive hardcopy and electronic records and information;
- Ability to communicate clearly orally, in person and by telephone and in writing;
- Ability to respectfully, provide Program instructions and guidelines to applicants, potential applicants and others;
- Ability to routinely, demonstrate tact and courtesy in interactions with others;
- Ability to establish and maintain effective working relationships with other employees, supervisors and customers; and
- Ability to work successfully in a collaborative team approach

Physical Requirements

- Must be able to, physically, perform the basic life operational functions of stooping, fingering, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
- Must possess the visual acuity to work with data and figures, operate a computer and other machines and read extensively over an extended period of time.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the work.

Special Requirements

- In the CFCP department, must pass a physical examination, criminal background investigation and TB Test
- Must possess valid North Carolina Driver License

Education and Experience

Graduation from high school and considerable data entry and data base maintenance experience; experience in social service program intake, administrative support or related work; or an equivalent combination of education and experience.

An employee in this classification is non-exempt under FLSA and eligible for overtime pay.

Community Action Opportunities
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