

CUSTOMER SERVICE DATA ENTRY ASSOCIATE

General Statement of Duties

Performs a variety functions related to customer service, data entry and database management.

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 such as spreadsheets and word processing. 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. Work is evaluated through discussions, review of completed work, accuracy of information, and an annual performance review.

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

- Follows standard operating procedures to maintain and secure confidential data
- Reviews and verifies records and reports for accuracy; initiates appropriate follow-up or further action as needed
- Enters and updates a large volume and variety of program-required hardcopy data and records into an electronic data base system
- Proofs, revises and prints reports; applies report writing software to prepare special information in response to staff requests or modifies existing reports; recommends modification of screens and data fields to information staff; assist staff with database queries
- Establishes and maintains hard copy files for easy retrieval.
- Orders and maintains supply of paper, printing cartridges, and other supplies for computer and peripherals, copier, and other assigned office equipment; coordinates maintenance of equipment with vendors.
- Answers and screens calls and inquiries: secures and gives information; responds to telephone and on-site inquiries about program applications and eligibility requirements and communicates them to customers; acquires information and documents, and coordinates customer schedules, appointments and referrals.
- Handles sensitive information and maintains confidentiality and

Additional Job Duties

- Supports and serves in a variety of departmental tasks and programs as needed
- 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 department program requirements, intake procedures and policies;
- Ability to input data quickly and accurately
- Ability to operate routine office equipment
- Ability to collect, organize, and maintain files and records systematically and maintain confidentiality of hardcopy and records and data
- Ability to communicate effectively orally, in person, by telephone and in writing;
- Ability to gather and provide basic program information and instructions related to departmental programs based on inquiries
- Ability to routinely, demonstrate tact and courteously in interactions with others;
- Ability to establish and maintain effective working relationships with other employees, supervisors, customers, and the general public
- 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.

Special Requirements

- Must pass a physical examination, criminal background investigation and TB Test
- Must possess valid North Carolina Driver License

Education and Experience

- High School Diploma
- Data Entry and Database Maintenance experience
- Social Service intake, administrative support or related work experience
- An equivalent combination of education and experience may be considered

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

Community Action Opportunities

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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.