SUPERVISING DATA ENTRY OPERATOR

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for supervising data entry operations. An employee in this class will be responsible for coordinating data entry functions in a department or agency and will supervise a group of Data Entry Operators. The work is performed under general supervision. Supervision of the work of others and/or supervision of a major activity of an agency will be a major function of this position.

TYPICAL WORK ACTIVITIES:

1. Leads and participates in data entry operations;
2. Responds to questions regarding entry of information into system and performs troubleshooting on system software and hardware;
3. Trains other staff in data entry procedures and may develop training materials and programs for this purpose;
4. Plans and schedules data entry work according to established priorities;
5. Performs routine maintenance on equipment;
6. Oversees a specific function in an office, such as water billing, course registration, etc.;
7. Leads and participates in filing documents, maintaining and updating files;
8. Writes query facility programs and runs reports as necessary;
9. Evaluates current system to suggest needed improvements and upgrades:
10. May assist in the assignment of security access codes, identification codes, etc.;
11. Orders and maintains supplies;
12. May perform a variety of clerical tasks as assigned;
13. May render assistance to members of the public, including assisting in record searches and providing copies of documents;
14. May conduct periodic meetings with subordinate staff;
15. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of data entry terminal operation; good knowledge of office terminology, procedures, and equipment; good knowledge of the principles and practices of supervision; ability to learn and utilize a variety of computer systems: ability to supervise the work of others; ability to understand and follow complex oral and written instructions; ability to establish effective working relationships with a wide variety of people; initiative; resourcefulness; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

EITHER: (A)   Three (3) years of experience which included either data entry terminal operation, typing, or key punching;

OR: (B)   An equivalent combination of training or experience.

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