Job Class Profile: **Data Entry Operator**

Pay Level: **CG-23** **Point Band:** **388-421**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	2	2	6	2	2	2	1	2	
Points	140	33	13	29	60	43	41	21	21	401

JOB SUMMARY

The Data Entry Operator is responsible to provide administrative and support functions for a specified division/work unit to ensure smooth business operations and service delivery.

Key and Periodic Activities:

— Receives applications for processing and enters data/information into tracking system.
— Provides administrative and information services (i.e. responding to inquires, providing information regarding programs, collecting missing or incorrect information, troubleshooting information requests, etc).
— Provides supervisor with up-to-date list of overdue reports which include monthly and weekly totals.
— Processes renewal forms (i.e. sends out renewal notifications, processes applications, and responds to enquiries).
— May be required to maintain database of applications/records for department/health care facility.
— Verifies data sets (i.e. index records, electronic records, data entry reports, etc).
— Assists clerical support with administrative duties (i.e. photocopying, faxing, mailing, etc).

SKILL

Knowledge

General and Specific Knowledge:
— Knowledge of administrative processes and procedures.
— Knowledge of data entry techniques and processes.

Formal Education and/or Certification(s):
— Minimum: 1 year diploma in Business Administration or Office Administration

Years of Experience:
— Minimum: less than 1 year

Competencies:

— Follow basic instructions and work processes.
— Apply established techniques to completion of activities.
— Ability to write simple letters, memos and other documentation.
— Ability to use various computer software programs such as spreadsheets, word processors, and databases.

Interpersonal Skills

— A range of interpersonal skills are used daily to perform activities such as listening to information from others, asking questions, and providing routine information and direction to others.
— Communication occurs with employees in the immediate work area, Department/Group, in other Departments, Supervisors, Managers, and general public.
— Most significant contacts are employees in the immediate work area, supervisors/ managers, and clients. Interactions include asking questions and listening to information from others.

EFFORT

Physical Effort

— Work demands do not result in considerable fatigue requiring periods of rest.
— There may be an occasional to regular requirement to lift/move objects, such as files and records up to 10 lbs.
— Work provides the opportunity to occasionally stand and walk within the office environment.
— Constant fine finger/precision work while sitting (i.e. using a computer) and occasionally standing or walking to complete assigned work tasks.

Concentration

— **Visual** concentration is required while performing data entry functions and comparing paper to electronic documents.
— **Auditory** concentration may include listening to information from clients, listening to direction and answering the telephone.
— **Exact results and precision** are required when performing data entry and during quality control checks.
— Class can be impacted by **interruptions** and multiple time pressures/deadlines with a lack of **control over work pace** (i.e. entering urgent information requests).

Complexity

— Work typically involves activities that are similar in terms of skills and knowledge used and tasks are usually well defined.
— Problems tend to be simple and can be addressed by following procedures or guidelines.
— The most typical challenge or problem is the resolution of data entry errors.
— Policies, procedures and guidelines exist to assist and address issues and challenges.

RESPONSIBILITY

Accountability and Decision-Making

— Work tasks and activities are generally prescribed and controlled.
— Requires supervisor's approval for all decisions.
— Decisions involving the determination of workflow for assigned tasks or the releasing of confidential information are completed at the discretion and independent judgment of the Data Entry Operator.

Impact

— Impacts generally affect on work area, department and customer/clients/general public.
— Work activities impact processes and systems, information, and health and safety.
— Inaccurate reporting can produce erroneous reports, inaccurate information given to the public, and have significant financial impact.
— In the event of a mistake or error the consequence is directly felt on clients/customers/ general public and the information provided.
— Legislation, policies, and procedures are in place to mitigate impacts and errors.

Development and Leadership of Others

— Not responsible for the supervision of staff.
— May be required to provide on-the-job advice, guidance, direction, orientation and training to new employees.

WORKING CONDITIONS

Environmental Working Conditions

— Class does not require any special precautions or safety equipment.
— Occasionally may be exposed to unusual distracting noise, glare, limited lighting and a lack of privacy typically found in an open office environment.