

DATA ENTRY OFFICE ASSISTANT

DEFINITION

Under general supervision, performs a combination of data entry, general office and customer service functions.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Electronically enters and verifies a variety of data such as job orders, pre-applications, applications, forms, text, payroll documents and other information using a personal computer, reverse 10-key equipment or equivalent system. Organizes and sorts data, and produces relevant reports based on specified criteria using different software programs. Creates charts, forms and text documents. Works with users to resolve issues related to input and output. Assists public by furnishing information and explaining programs, policies, procedures and regulations. Receives and resolves or refers complaints. Maintains stock levels of supplies and prepares requisitions and purchase orders. Opens, sorts and distributes mail. May serve as general receptionist or clerical assistant. May compose routine correspondence. Performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This class is distinguished from Data Entry Operator by the added clerical responsibilities and customer contact. The class combines sophisticated skill in high-speed data entry and strong interpersonal skills with the ability to identify and resolve problems. The incumbent works without close supervision and is expected to exercise independent judgment based upon knowledge gained through experience.

MINIMUM BASIC QUALIFICATIONS

Experience and education equivalent to graduation from high school, one year of experience in high speed data entry and varied office clerical work or any equivalent combination of training and experience which provides the following knowledge, skills and abilities.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: the operations of reverse 10-key alpha-numeric data entry systems or equivalent; personal computer equipment and various business software programs such as Word, Access, Power Point and Excel; general clerical processes including verifying and correcting information; filing; modern office practices and procedures.

Ability to: type at a corrected rate of no less than 35 words per minute; enter a high volume of data at high rates of speed and accuracy; make accurate and rapid computations and comparisons; operate personal computer equipment; understand and follow oral and written instructions; perform assignments without close supervision; learn, interpret and explain specific regulations, policies and procedures; maintain moderately complex or confidential records and prepare reports from such records; use correct grammar and spelling; work effectively with coworkers, City employees and the public in situations requiring tact and poise.

Skill in: the operation and care of personal computer equipment, printers, and other modern office equipment.

SPECIAL REQUIREMENTS

Work requires extended periods of sitting and keyboarding. May require flexible work schedules including early morning, weekends and evening hours.

DESIRABLE CHARACTERISTICS

The successful performer combines sophisticated computer skills and strong interpersonal skills with the ability to identify and resolve problems. The incumbent works with minimal supervision and is expected to exercise independent judgment based upon knowledge gained through experience.

Class title established per Council Resolution No. 93-039,
effective 7-1-93

Revised: 10/03
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