

DATA ENTRY SPECIALISTDEFINITION

Under general supervision, performs a combination of moderately complex data entry/editing work, general clerical work, and customer service functions.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Enters and edits a wide variety of data on a personal and/or mainframe computer to verify and maintain department statistical information. Compiles, checks, prints, copies and distributes various statistical reports, both routine and in response to special requests. Assists computer users within the division by troubleshooting questions/problems, which may arise with regard to use of the personal computer and related equipment. Monitors the division's Local Area Network (LAN) by performing such duties as: adding new users, deleting old users, salvaging lost files, printing a back-up log, and deleting files, obtaining assistance from the Finance Department's Micro Support Division as needed. Assists the public in person or by telephone by furnishing information, explaining and interpreting established policies, procedures or regulations, receiving and resolving or referring complaints. Sorts and files material alphabetically, numerically, chronologically, and by other predetermined categories. May perform reception duties in a relief capacity. May compose routine correspondence. Performs other related functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This classification differs from that of Senior Office Assistant in that it requires a more specialized focus on data entry and editing involved in maintaining departmental statistics, as opposed to the more broad base of general clerical duties performed by the Senior Office Assistant. In addition, the ability to type 50 words per minute is not necessary for satisfactory performance in the Data Entry Specialist class; however, the incumbent must have the ability to enter data accurately and quickly, and compose routine correspondence in a timely manner. This class differs from that of Data Entry Office Assistant in that it does not require use of batch reverse 10-key equipment and does not involve performance of the specialized customer service functions of the Information Services Division. The incumbent does, however, perform division-specific customer service functions such as assisting computer users in troubleshooting various questions/problems, which may arise with regard to use of personal computers and related equipment. The incumbent works without close supervision, within a framework of established policies and procedures, and performs some general clerical work in addition to data entry duties.

### MINIMUM BASIC QUALIFICATIONS

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

### DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: modern office practices, procedures, equipment and clerical techniques.

Skill in: the operation and care of computers, modern typewriters, and other office equipment.

Ability to: type at a corrected rate of no less than 20 words per minute from clear copy; enter and edit data rapidly and accurately; operate word processing and statistical software; understand and carry out moderately complex 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 the public in situations requiring tact and poise; work effectively with other employees.

### CHARACTERISTICS OF SUCCESSFUL PERFORMERS

The successful incumbent is detail oriented and very attentive to the accuracy of information. This highly motivated self-starter works without close supervision, exercising independent judgement based on knowledge gained through experience. In addition, this person has the ability to deal effectively with a wide variety of people on a consistent basis, including coworkers, employees from other agencies, and the general public.

Class title established per Council Resolution No. 97-028,  
effective 7-1-97

Class Specification Reviewed and Approved 8/97