

DATA ENTRY OPERATOR II

DISTINGUISHING FEATURES OF THE CLASS: This is primarily clerical work which involves providing guidance and participating in the transcription of data from written, typed or printed documents into computer or into on-line central computer system. Work will be produced in conformance with productivity guidelines and quality controls. The work is distinguished from Data Entry Operator I in the responsibility for resolution of problems, handling of the most difficult entries and responsibility for accuracy and completeness of generated reports. In County departments, the utilization of data entry equipment encompasses at least 70% of the work time. Positions utilizing data entry equipment less than 70% of the work time are not properly classified in the Data Entry Operator series. Instead they are classified in another appropriate series based upon the general nature of the duties performed; e.g. Clerk, Stenographer, Typist, etc. The work is performed under the general supervision of the unit supervisor, administrator or higher-level clerical employee. Work guidance (e.g. lead work*) may be provided to a small number of Data Entry Operators I or clerical employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

Enters data into computer from source materials such as application registers, eligibility workbooks, batch sheets, etc., utilizing the appropriate codes and procedures in accordance with specific program instructions;

Recognizes and questions information that might be incorrect on source documents for adjustment before entry into system;

Compares transcribed data on visual screen to source documents and corrects any errors;

Completes the most difficult data entry transactions, as required;

Provides routine training to new employees and on-going training to staff, as needed;

Records changes and updates policy and procedural manuals;

May develop and maintain liaison with unit supervisor and outside agencies;

May design, obtain and maintain source documents and related information;

May determine work priorities and assign work to maintain smooth workflow;

May use software packages for entering, organizing and generating information;

May maintain operational logs.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the theory and practices of data entry machine operation, including terminals and printers; good knowledge of office terminology, procedures and equipment; ability to understand and follow oral and written directions; ability to visually make comparisons and to identify errors; ability to operate data entry machines at an acceptable degree of speed and accuracy; ability to establish and maintain cooperative relations with others.

MINIMUM QUALIFICATIONS:

1. Two (2) years of work experience in the operation of data entry machines; or
2. Three (3) years of clerical work experience which involved typing as a regular aspect of the job and completion of an approved course in the operation of data entry machines.

PROMOTION: One (1) year of permanent status as a Data Entry Operator I.

*Lead work is defined as regular responsibility primarily for providing guidance to other employees. This might involve helping them resolve work-related problems or understand the more complex aspects of their assignments, assigning work, or providing as-needed training. Normally, lead workers perform the same or similar work as those for whom they provide guidance. Generally, entry-level employees in a career series are not lead workers and there are not several lead workers within a small unit (10 or fewer employees).

(over)

For positions within the Child Support Enforcement Unit at the Rockland County Department of Social Services:

SPECIAL REQUIREMENT: Per Internal Revenue Service (IRS) Security Guidelines for Federal, State and Local Agencies (IRS Publication 1075, Section 5.1.1), employees with access to Federal Tax Information (FTI) must complete a background check which is favorably adjudicated. The background check will include FBI fingerprinting; a check of local law enforcement agencies where the employee has lived, worked and/or attended school within the last 5 years, and if applicable, of the appropriate agency for any identified results and verification of citizenship/residency. You will be required to pay for a processing fee for the fingerprinting. NOTES: (1) A criminal record does not necessarily disqualify you from employment or access to FTI. An individualized determination will be made as to how any conviction would impact suitability to handle FTI. (2) Federal guidelines require that a reinvestigation will be conducted within ten years of the date of the previous background investigation for each employee requiring access to FTI. NY law does not currently permit reinvestigation but may be changed at any time to permit reinvestigation pursuant to the federal guidelines.

Please refer to the FTI policy posted on the Rockland County Department of Social Services website for further information.