

DATA ENTRY OPERATOR III

DISTINGUISHING FEATURES OF THE CLASS: This is information processing and semi-technical work that involves responsibility for the accurate operation of automated systems equipment (e.g., CRT, word processor, microcomputer) in order to store and retrieve data, create complicated reports and utilize the full range of features of "software packages", including non-word processing software. Such work may be the primary and sometimes only responsibility of the position. Incumbents typically may perform secretarial or office manager duties on a regular or occasional basis. The work is distinguished from that of a Data Entry Operator II in the use of advanced features of software packages and/or responsibility for participation in the development and modification of software applications. The work is generally performed under the supervision of an administrative or professional employee, and work guidance (e.g. lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Uses software packages (e.g. Windows, Microsoft, etc.) in order to file and retrieve information, analyze data in spreadsheet or graphic form, back-up and erase document files, create and edit documents, merge files, format and print documents, etc.;

Enters data using software programs in order to retrieve information from the database in a particular format in order to filter information for reports, do simple calculations, etc.;

Prepares policy and procedural manuals and reviews existing automated office systems in order to monitor their effectiveness and identify office procedures and software applications in need of modification;

Maintains a variety of records, including operational logs and documentation of the effectiveness of software applications, as needed;

Prepares reports, as required by local and state agencies;

Responds to requests for information, including explanations of office and agency procedures;

Trains other employees on how to use software packages;

Acts as liaison with local and state agencies and automated systems professional staff, if necessary;

May use advanced features of software programs to download and import data from other programs;

May meet with systems analysts, programmers and administrators in order to discuss, develop and test new software applications and may prepare sample input data for testing;

May write specifications for and design output format;

May provide work guidance to other data entry staff.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the theory and practice of automated systems equipment including data entry machine operation; good knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic and English; ability to read and interpret operator and software package manuals; ability to prepare correspondence and reports from general instructions; ability to carry out difficult oral and written instructions; ability to operate information processing equipment at an acceptable degree of speed and/or accuracy*.

(over)

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and either:

- a) three (3) years of work experience in the operation of information processing equipment (e.g., word processor, microcomputer) requiring the use of a standard alphanumeric keyboard**, or
- b) four (4) years of clerical work experience, at least one (1) year of which must have substantially involved the use of information processing equipment.

NOTE: Completion of an approved course in the use of information processing equipment may be substituted for one (1) year of the experience in (a) above, or the one (1) year of specialized experience in (b) above.

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

*To be demonstrated during the probationary period.

**Standard alphanumeric keyboards shall be defined as those typically utilized for word processing, data entry, or related. Such keyboards do not include calculators, keypads, telephone pads, etc.