ORANGE COUNTY CLASS SPECIFICATION

TITLE: DATA ENTRY SUPERVISOR   **GRADE:** 11

TITLE ABBREVIATION: DATA ENTRY SUPV   **TITLE NO.:** 6245

JURIS.CL: C   **SALARY CODE:** 01   **UNIT:**   **EEO CODE:** AS   **FLSA CODE:** NE

DEPARTMENT: SOCIAL SERVICES   **DIVISION:**

SUPERVISOR'S TITLE: DEPUTY COMMISSIONER OF SOCIAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for planning, scheduling, assigning and supervising the work performed by the Data Entry Unit of the department, and for evaluating the productivity and quality of work of personnel assigned to the unit. Incumbent performs liaison function with State regarding computer system issues. The work is performed in accordance with established policies and procedures and includes responsibility for establishing and enforcing security procedures, and for providing sufficient scheduling flexibility of personnel and equipment so as to meet unscheduled as well as scheduled projects. Work is performed under the general supervision of the Deputy Commissioner of Social Services with leeway allowed for independent judgement in scheduling of personnel and jobs. Direct supervision is exercised over the work of assigned personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Interprets State regulations and procedures regarding computer system issues for agency personnel;

2. Serves as contact point for staff regarding system problem determination and resolution;

3. Responsible for entering access codes for new hires;

4. Develops, publishes and adheres to monthly data entry job schedules;

5. Schedules work and makes assignments in relation to priorities, existing workloads, available personnel and equipment;

6. Ensures that input information and documents are complete by checking for information legibility, proper documentation, timeliness and other factors which impact on ability to accomplish assigned input;

7. Reviews final product for completeness, accuracy and adherence to procedures;

8. Trains newly assigned personnel on equipment and procedures;

9. Monitors and evaluates the work of assigned staff in accordance with established performance and productivity standards;

10. Maintains liaison with users regarding receipt of input material, changes, status of work and problems encountered related to data input;

11. Coordinates with other department units relative to scheduling, productions, equipment use and problems encountered;

12. Develops and prepares data entry screens to facilitate data input;

13. Maintains production log;

14. May perform data entry and verification activities as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of data entry operation; good knowledge of data entry equipment; good knowledge of department functions and services; good knowledge of data processing systems and potential use in agency operations; good knowledge of office practices, procedures and standard office equipment; ability to plan, supervise and evaluate the work of others; ability to evaluate operations and resolve problems in system; ability to communicate effectively both orally and in writing; ability to establish and maintain good working relationships with others; tact; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

(A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Electronic Data Processing, Computer Science or related field; OR

(B) Graduation from high school or possession of a high school equivalency diploma and four (4) years of office clerical experience which shall have included responsibility for data entry, two (2) years of which must have been in a supervisory capacity.

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