

Code: 1415

Title: DATA ENTRY SUPERVISOR

SUMMARY: Supervises, trains and evaluates data entry staff involved in verifying, coding and recording production data using an automated data entry system, and coordinates the operations of and participates in the production activities of a data entry unit.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Supervises staff, coordinates the operations and participates in the production activities of a data entry unit; Ensures appropriate procedures are adhered to within established departmental procedures and regulatory compliance guidelines;
Trains, assigns work to, and evaluates work performance of assigned staff;
Makes recommendations on hiring, termination and related personnel activities and initiates progressive discipline process as necessary;
Interprets source documents and determines data to be input, updated, added or deleted;
Reviews daily production of data entry operators to monitor speed and accuracy;
Develops procedures to enhance productivity and eliminate recurring errors;
Recommends and implements policy and procedural changes and communicates procedural changes to data entry staff;
Identifies data input errors upon review and initiates corrective measures to decrease production errors;
Schedules and prioritizes work flow projects and ensures adherence to time lines and schedules.

KNOWLEDGE & SKILLS:

Knowledge of:

- automated system hardware, data entry operations, and system procedures applicable to area of assignment;
- principles and techniques of troubleshooting, research, prioritization, flow and application of source materials;
- the techniques involved in the conversion and application of office practices and procedures to data entry systems;
- effective training, supervision and communication techniques.

Skill in:

- use of alphabetic and numeric data entry equipment and systems applicable to area of assignment;
- planning, supervision and controls applicable to data processing systems and hardware;
- ensuring accuracy, completeness and application of data source materials;
- principles and application of arithmetic calculations;
- training, monitoring, supervision of workers applicable to area of assignment;
- communicating effectively.

MINIMUM QUALIFICATIONS:

EITHER

(1) Three years of data entry experience which included one year of lead or supervisory experience.

(Completion of a Data Entry Operator certification from an accredited technical or vocational school or equivalent may substitute for two years of the aforementioned data entry experience.)

OR

(2) Two years of experience as a Data Entry Specialist with Pima County.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require specialized certification or licensure relative to assignment at time of appointment or prior to completion of an initial or promotional probation period. Failure to maintain required certification or licensure shall be grounds for termination.

Special Notice Items: Some positions may require satisfactory completion of a personal background investigation, polygraph examination and/or pre-/post-appointment drug-testing by law enforcement agencies due to need for access to law enforcement, corrections or Courts facilities, property and associated confidential and sensitive information, documents, communications and database systems.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

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