DATA ENTRY SUPERVISOR I

Work in this class involves supervision of a small data entry unit or assisting in the supervision of a large data entry unit. In a supervisory capacity, employee is accountable for all personnel and administrative functions, and is also the technical supervisor. In an assistant supervisory capacity, less responsibility is assigned for personnel functions and planning, and work concentrates on coordination, direction, and problem solving. Employees often are assigned responsibility for operation of modern magnetic data storage equipment in the supervisory mode; as example-- data transfers, and programming data entry formats on key-to-disk equipment.

I.   SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning- Employees work with operations managers to establish schedules for data entry. Peak work periods and special requests require flexibility to be planned into scheduling. Supervisors also monitor production requirements to determine if additional staff are needed.

Organizing and Directing - Work is assigned on a daily basis, with methods, procedures, and time frames communicated as required. Constant attention must be paid to processing in order to meet computer-processing deadlines. Special requests must be integrated into existing schedules. Problems with incorrect data, missing data, failure of source documents to arrive on time must be resolved to permit processing to continue on a timely basis.

Budgeting - N/A

Training - Trains new employees on the job in specific data entry procedures and techniques, and administrative policies of the office.

Setting Work Standards - Establishes production and accuracy requirements for data entry operators.

Reviewing Work - Work is reviewed based upon conformance to objective standards. Subjective consideration is required due to variation in source documents and schedule changes which may result in objective work standards being unattainable.

Counseling and Disciplining - Counsels directly with employees concerning performance and behavior. Formal actions are recommended to a higher level supervisor.

Performing Other Personnel Functions - Interviews and selects new employees in coordination with higher level supervisors. Recommends salary adjustments and promotions.

II.   SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Basic work schedule is established, but requests for data entry jobs occur on an occasional basis. Tight scheduling situations may require temporary schedule adjustments.

Variety of Work Supervised - A variety of source or coded documents must be entered. At this level, employee does not have final supervisory responsibility for a comprehensive data entry operation in which a large number of different source documents are received from multiple units, divisions, or organizations.

Number of Employees Responsible For- Normal range is six to twelve employees.

III.   <u>EXTENT OF SUPERVISION RECEIVED</u>: Daily work is carried out with considerable independence. Revisions of data entry schedules which can actually affect computer processing are discussed with supervisor. Problems concerning data flow or incorrect or incomplete forms will be referred to supervisor if initial contracts with the providing unit fail to correct the problem. Advises supervisor concerning impact on the data entry unit of proposed EDP systems or systems modifications.

IV.   <u>SPECIAL ADDITIONAL CONSIDERATIONS</u>: N/A

V.   <u>JOB REQUIREMENTS</u>:

<u>Knowledge, Skills, and Abilities</u>- Skill in the operation of key entry equipment. Thorough knowledge of the operation policies and procedures. Thorough knowledge of source documents, data entry formats, and data coder. Ability to plan, coordinate, and supervise the work of others; ability to exercise good judgement in appraising situations and making final decisions; ability to deal effectively with computer operations staffs and supervisors of outside units from which source data originates.

<u>Minimum Education and Experience</u>- Graduation from high school* and one year of experience as a data entry operator beyond the trainee level, or an equivalent combination of education and experience. A high school equivalency certificate or clerical or data entry experience on a year for year basis may be substituted for formal education.

<u>Special Note</u>- This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.