CLASS TITLE: SENIOR DATA ENTRY OPERATOR

CHARACTERISTICS OF THE CLASS

Under general supervision, performs work that primarily involves typing data into a computer terminal, and performs general clerical, word processing, and related duties as required

Positions demonstrate proficiency in the performance of data entry work; exercise independent judgement in resolving discrepancies and problems with data on source documents and generally assigned a greater variety and complexity of data entry work.

ESSENTIAL DUTIES

- Reviews source documents to ensure information is complete and accurate prior to data entry
- Contacts appropriate work units to verify the accuracy of data and to obtain information needed to correct or complete source documents
- Identifies and selects data to be entered based on established work procedures and processes
- Enters commands to access various databases and screens
- Types data into specific data fields or pre-formatted computer screens to create, update, or revise computerized records
- Proofreads and checks data to verify accuracy and completeness and to correct errors
- Performs general clerical duties relating to the sorting, batching, and filing of source documents
- Prepares, scans, and edits documents for electronic storage using optical character recognition (OCR) equipment, as required
- Verifies the accuracy of scanned data, corrects data not accepted or misidentified, and indexes scanned records for storage and retrieval
- Formats, prints, and faxes various reports on processed work
- Gathers data and prepares work unit's productivity reports
- Trains and instructs lower level Data Entry Operators on data entry and workflow procedures, as required
- Assigns and balances work load among operators

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Two years of data entry work experience; or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)
- Optical character recognition equipment

PHYSICAL REQUIREMENTS

- Ability to operate a personal computer and related equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- clerical methods, practices, and procedures, including data entry
- applicable computer software packages and applications
- English language spelling, punctuation, and grammar
- alphabetical or numerical classification of information

Some knowledge of:

- report preparation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules and regulations

Other knowledge as required for successful performance in the Data Entry Operator class series

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times

Other skills as required for successful performance in the Data Entry Operator class series

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- CONCENTRATE - Concentrate on a task over a period of time without being distracted

Other abilities as required for successful performance in the Data Entry Operator class series

Other Work Requirements

- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations

- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

Other characteristics as required for successful performance in the Data Entry Operator class series

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
May, 2010