DATA ENTRY OPERATOR, LEAD

Nature of Work

Under general supervision, at the full-performance level, serves as a lead worker in a high volume data entry unit involved in accurate transcription of data from source documents into a computer acceptable format using card punch, key-to-diskette, key-to-tape, or key-to-disk machines or teleprocessing terminals. Direct supervision is received from a Data Entry Supervisor or higher level manager. All data entry work is verified by another operator or by output results. Personal contact with user on inaccurate or incomplete information is initiated independently. Requires strict confidentiality in regard to information and performs under demanding time pressures. Shift work may be required. Performs related work as required.

Distinguishing Characteristics

This class is distinguished from the Data Entry Operator II by the lead worker responsibility and assisting the supervisor in determining work priorities for data entry jobs, making assignments to operators, training new employees, evaluating the daily and overall performance of operators and assisting in the daily and weekly auditing of the workload of the unit.

Examples of Work

Logs in job requests, jobs completed and returned; prepares batch tickets and logs in batch data, maintains logs on save tapes, and maintains a source document file.

Contacts users to discuss data entry questions and problems and to inform them that the data is ready to be picked up.

Evaluates the daily performance of new employees, assists in determining priorities and scheduling the workload, maintains group attendance and leave records, authorizes leave requests, and trains new employees.

Enters more complex data for computer input using either card punch machines, teleprocessing terminals, key-to-disk, key-to-diskette, or key-to-tape equipment.

Verifies data entries of other operators using either card punch machines, teleprocessing terminals, key-to-disk, key-to-diskette, or key-to-tape equipment.

Converts data from diskette and transfers data from disk storage to magnetic tape using converters.

DATA ENTRY OPERATOR, LEAD   (CONT'D)

Examples of Work   (cont'd)
  Follows established guidelines such as layouts in entering
    data, identifies errors on the source documents and makes
    necessary corrections, assists other operators on keying
    instructions, and records the operators' data entry
    statistics.
  Maintains diskette and data entry card files and instruction
    books.
  Conducts on either card punch machines, teleprocessing
    terminals, key-to-disk, key-to-diskette, or key-to-tape
    equipment more complex inquiries involving decision making
    to update files.
  Contacts taxpayers for further information needed for tax
    files.

Knowledge, Skills and Abilities
  Knowledge of the operations of a card punch, magnetic recording
    machine, or teleprocessing terminal.
  Knowledge of the data entry standards and formats used by the
    unit.
  Knowledge of the methods of recording data through the use of
    card punch or electronic data recording machines.
  Knowledge of the uses of card punch or electronic data
    recording machines.
  Skill in the operation of a keyboard as found on card punch,
    key-to-disk, key-to-diskette, teleprocessing terminals, or
    other data entry equipment.
  Skill in operating the floppy disk magnetic tape converter.
  Ability to understand and follow detailed oral and written
    instructions.
  Ability to establish and maintain effective working
    relationships with associates and supervisors.
  Ability to perform repetitive tasks with accuracy.
  Ability to complete routine tasks without supervisory
    attention.
  Ability to train employees in machine operations.
  Ability to schedule, direct, and evaluate the efforts of
    others.

DATA ENTRY OPERATOR, LEAD (CONT'D)

Minimum Qualifications
  TRAINING   Graduation from a standard high school or
    equivalent.
  EXPERIENCE   Two years of full-time or equivalent part-time
    paid data entry experience.
  SUBSTITUTION (1) Completion of twelve hours in computer science
    from an accredited college or university

OR

  (2) Completion of four courses in data processing, data
  entry, and/or word processing from an accredited business or
  vocational school may substitute through an established
  formula for the required experience.

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