

DATA ENTRY SUPERVISOR**Nature of Work**

Under general supervision, at the full-performance level, serves as a unit or shift supervisor in a high volume data entry unit involved in the rapid and accurate transcription of data using card punch or electronic data recording machines; responsible for directing and scheduling the work of assigned operators to assure the timely completion of data entry jobs, determining job priorities, and maintaining accuracy standards. Supervision is normally received from a Data Processing Supervisor. Performs related work as required.

Examples of Work

Supervises subordinate data entry operators involved in entering and verifying data using either card punch machines, teleprocessing terminals, key-to-disk, key-to-diskette, or key-to-tape equipment to ensure the smooth flow of work and the rapid and accurate processing of data. Analyzes operators' stroke sheets to determine group and individual performance averages. Logs in job requests, jobs completed and returned, batch data; maintains logs on save tapes, diskette and data entry card files, source document file, and instruction books. Trains new employees, evaluates the daily performance of new employees and the overall performance of all operators, plans and assigns work, and determines priorities. Performs warm and cold starts on key-to-disk equipment. Develops and maintains low and high level format programs for new jobs. Contacts users to discuss data entry questions and problems and to inform them that the data is ready to be picked up. Assists operators on keying instructions and records the operators' data entry statistics. Maintains group attendance and leave records and authorizes leave requests.

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 the card punch or electronic data recording machines.
Knowledge of the user's and operations section's schedule for delivery.

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DATA ENTRY SUPERVISOR (CONT'D)

Knowledge, Skills and Abilities (cont'd)

- Skill in the accurate transcription of data from one source to another.
- Ability to establish and maintain effective working relationships with associates and supervisors.
- Ability to train employees in machine operations.
- Ability to plan, assign, and supervise the work of data recording machine operators and to maintain personnel, production and control records.
- Ability to develop and maintain work control procedures.

Minimum Qualifications

- TRAINING Graduation from a standard high school or equivalent.
- EXPERIENCE Four years of full-time or equivalent part-time paid experience in data processing, three of which was in data entry.
- 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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