**Job Class Profile:** Data Entry Operator

**Pay Level:** CG-23  
**Point Band:** 388-421

<table>
<thead>
<tr>
<th>Factor</th>
<th>Knowledge</th>
<th>Interpersonal Skills</th>
<th>Physical Effort</th>
<th>Concentration</th>
<th>Complexity</th>
<th>Accountability &amp; Decision Making</th>
<th>Impact</th>
<th>Development and Leadership</th>
<th>Environmental Working Conditions</th>
<th>Total Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rating</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>6</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>401</td>
</tr>
<tr>
<td>Points</td>
<td>140</td>
<td>33</td>
<td>13</td>
<td>29</td>
<td>60</td>
<td>43</td>
<td>41</td>
<td>21</td>
<td>21</td>
<td></td>
</tr>
</tbody>
</table>

**JOB SUMMARY**

The Data Entry Operator is responsible to provide administrative and support functions for a specified division/work unit to ensure smooth business operations and service delivery.

**Key and Periodic Activities:**

— Receives applications for processing and enters data/information into tracking system.
— Provides administrative and information services (i.e. responding to inquiries, providing information regarding programs, collecting missing or incorrect information, troubleshooting information requests, etc).
— Provides supervisor with up-to-date list of overdue reports which include monthly and weekly totals.
— Processes renewal forms (i.e. sends out renewal notifications, processes applications, and responds to enquiries).
— May be required to maintain database of applications/records for department/health care facility.
— Verifies data sets (i.e. index records, electronic records, data entry reports, etc).
— Assists clerical support with administrative duties (i.e. photocopying, faxing, mailing, etc).

**SKILL**

**Knowledge**

**General and Specific Knowledge:**
— Knowledge of administrative processes and procedures.
— Knowledge of data entry techniques and processes.

**Formal Education and/or Certification(s):**
— Minimum: 1 year diploma in Business Administration or Office Administration

**Years of Experience:**
— Minimum: less than 1 year
— Follow basic instructions and work processes.
— Apply established techniques to completion of activities.
— Ability to write simple letters, memos and other documentation.
— Ability to use various computer software programs such as spreadsheets, word processors, and databases.

**Interpersonal Skills**

— A range of interpersonal skills are used daily to perform activities such as listening to information from others, asking questions, and providing routine information and direction to others.

— Communication occurs with employees in the immediate work area, Department/Group, in other Departments, Supervisors, Managers, and general public.

— Most significant contacts are employees in the immediate work area, supervisors/managers, and clients. Interactions include asking questions and listening to information from others.

**EFFORT**

**Physical Effort**

— Work demands do not result in considerable fatigue requiring periods of rest.
— There may be an occasional to regular requirement to lift/move objects, such as files and records up to 10 lbs.
— Work provides the opportunity to occasionally stand and walk within the office environment.
— Constant fine finger/precision work while sitting (i.e. using a computer) and occasionally standing or walking to complete assigned work tasks.

**Concentration**

— Visual concentration is required while performing data entry functions and comparing paper to electronic documents.

— Auditory concentration may include listening to information from clients, listening to direction and answering the telephone.

— Exact results and precision are required when performing data entry and during quality control checks.

— Class can be impacted by interruptions and multiple time pressures/deadlines with a lack of control over work pace (i.e. entering urgent information requests).

**Complexity**

— Work typically involves activities that are similar in terms of skills and knowledge used and tasks are usually well defined.

— Problems tend to be simple and can be addressed by following procedures or guidelines.

— The most typical challenge or problem is the resolution of data entry errors.

— Policies, procedures and guidelines exist to assist and address issues and challenges.

**RESPONSIBILITY**

**Accountability and Decision-Making**
- Work tasks and activities are generally prescribed and controlled.
- Requires supervisor’s approval for all decisions.
- Decisions involving the determination of workflow for assigned tasks or the releasing of confidential information are completed at the discretion and independent judgment of the Data Entry Operator.

### Impact

- Impacts generally affect on work area, department and customer/clients/general public.
- Work activities impact processes and systems, information, and health and safety.
- Inaccurate reporting can produce erroneous reports, inaccurate information given to the public, and have significant financial impact.
- In the event of a mistake or error the consequence is directly felt on clients/customers/genera public and the information provided.
- Legislation, policies, and procedures are in place to mitigate impacts and errors.

### Development and Leadership of Others

- Not responsible for the supervision of staff.
- May be required to provide on-the-job advice, guidance, direction, orientation and training to new employees.

### WORKING CONDITIONS

#### Environmental Working Conditions

- Class does not require any special precautions or safety equipment.
- Occasionally may be exposed to unusual distracting noise, glare, limited lighting and a lack of privacy typically found in an open office environment.