



<b>Job Title:</b>	<b>Data Entry Specialist</b>
<b>Status:</b>	<b>Non-Exempt</b>
<b>Hours:</b>	<b>20</b>
<b>Department:</b>	<b>Administration</b>
<b>Supervisor:</b>	<b>Data Systems Manager</b>
<b>Approved:</b>	<b>John T. Mandeville 11/2022</b>

**Job Function:**

The Data Entry Specialist provides data entry to support the data collection and reporting needs of the organization. This position will complete data entry, and other duties relevant to providing the highest quality data procedures. The Data Entry Specialist performs data entry and communication as part of a team-based approach to data collection and reporting.

**Essential Functions:**

1. Performs program support responsibilities requiring up to date, working knowledge of organization’s programs and services provided to clients.
2. Responsible for timely and accurate data collection and entry, tracking and maintenance of client case information as directed by Data Systems Manager.
3. Supports data integrity and troubleshoot missing database client information, deliverable services, and other data fields as needed.
4. Refer clients and collaborative partners to the appropriate team member when appropriate.
5. Supports the maintenance of accurate records and reporting as required by CVCOA, funding providers, grantors, as well as the state and federal governments.
6. Communicate critical information by conveying information clearly, accurately, honestly.
7. Work cooperatively and in a timely manner with all team members to support the goals and objectives of the department.
8. Assist in generation of reports, including data gathering via the computer system, printed reports, or other available information concisely in accordance with company policies and procedures.
9. Maintain client confidentiality.
10. Generate referrals from intake form to internal helpline team in a timely manner.

**Knowledge, Skills, and Abilities:**

1. Must have demonstrated experience in the use of computers related software to maintain and access databases and prepare reports.
2. Skilled in Microsoft Office including Outlook; Word, Access, and Excel.
3. Excellent written, verbal communication skills.
4. Attention to detail and accuracy.
5. Effective interpersonal and organizational communication skills.
6. Functions as an effective team player in collaboration with colleagues and a wide range of program stakeholders.
7. Demonstrated ability to multi-task and set priorities within a team environment.
8. Works well under pressure to meet deadlines as needed.

9. Ability to independently plan, design and carry out assignments and resolve problems or deviation in the work.
10. Ability to maintain confidentiality and neutrality.
11. Ability to type efficiently and accurately.

**Tools/Technology to be utilized in position:**

1. Desktop and/or laptop computer
2. Specific Case Management Software Programs
3. Copiers, printers, fax machines
4. Phones and voice-mail system
5. Microsoft Office 365
6. Other general office equipment

**Additional Qualification:**

Combination of education and experience in a professional setting with a social services organization and experience with database system preferred.

**Physical Demands:**

1. Extensive computer work/repetitive motions.
2. May require lifting to 25 pounds.

**Mental Demands:**

1. Attention to deadlines.
2. Ability to multi-task.
3. Ability to understand complex social service programs.
4. Ability to self-manage.
5. Ability to handle multiple and un-planned activities and schedule changes.

**Working Conditions:**

1. Independent/solitary work as well as work within an office and group setting.
2. Private or shared office space in central office.