

POSITION DESCRIPTION

FRANKLIN COUNTY CHILDREN SERVICES

An Equal Opportunity Employer

JOB CLASSIFICATION: <i>Data Entry Operator 2</i>		DIVISION: <i>Finance & Administration</i>	DEPARTMENT: <i>Data Management</i>
WORKING TITLE: <i>Data Entry Operator 2 –4071 Front Desk Floater</i>		PCN & CLASSIFICATION OF SUPERVISOR: <i>Office Manager 1</i>	JOB STATUS: <i>Full-time</i>
CLASSIFICATION NO.: <i>12332</i>		PCN: PAY RANGE: <i>10</i>	REVISION DATE: <i>3/19</i>
EQUIPMENT USED: <i>telephone printer Fingerprint machine computer/laptop copying machine fax machine scanner</i>			
MINIMUM QUALIFICATIONS/EDUCATION /TRAINING REQUIRED: <i>Ability to add, subtract, multiply and divide whole numbers & to read and write common vocabulary plus 4 courses in typing (or 12 mos. exp.); or 4 mos. exp. as Data Entry Operator 1</i>			
PREFERRED: <i>High school graduate or equivalent; minimum of 1 yr. clerical exp. or equivalent; typing speed of 25 wpm; basic knowledge of Microsoft Office; well-developed verbal communication skills, problem solving skills and excellent customer service skills.</i>			
PURPOSE: <i>The employee, under direction of the Office Manager 1, provides receptionist and clerical support at the Front Desk for the Data Management Department while providing excellent customer service to agency clients. This position may require that the employee reports to different work locations based on workload as determined by the supervisor. The employee will help the agency achieve CFSR standards and help ensure service delivery that focuses on Safety, Permanency and Well-being for the families served by the agency. The employee will adhere to the agency’s Guiding Principles by serving as a child welfare professional, valuing every child, honoring families, and valuing partnerships. Must demonstrate cultural awareness sensitivity and competence throughout all aspects of job duties. The employee is committed to practicing cultural competence by: working respectfully and effectively with people of all cultures, classes, races, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities, ages and appearances in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each.</i>			
	JOB DUTIES:		
58%	<i>Performing receptionist functions and providing customer service while greeting clients and staff at the front desk; working the main phone line and answering/transferring/making phone calls; monitoring email boxes; maintaining computerized/written logs; directing clients and staff; preparing daily correspondence; maintaining appearance of the lobby area.</i>		
32%	<i>Processing electronic faxes; scanning/uploading documents into the electronic casefile/OnBase; processing fingerprints; record checking documents; data entry; scanning casefile documents; troubleshooting issues and consulting supervisor when needed in order to resolve issues; providing training to coworkers, as needed.</i>		
5%	<i>Attends supervisor, unit, department, or agency meetings and participates accordingly by providing suggestions or ideas that will aide towards timely and effective services.</i>		
5%	<i>Performs other duties as assigned</i>		
List no. of positions and Class Titles of positions supervised			
N/A		<hr/> Signature of Agency Representative	
		<hr/> Date	