CLASS TITLE: MANAGER OF DATA ENTRY OPERATORS

CHARACTERISTICS OF THE CLASS

Under direction, the class is managerial in nature, directing supervisory staff and overseeing a large or multi-shift data entry and clerical operation; and performs related duties as required

ESSENTIAL DUTIES

- Manages staff performing data entry and clerical functions to create, revise, and update computerized records
- Develops and oversees the implementation of operating policies, workflow procedures, and production standards
- Establishes quality standards for the processing and data entry of documents and monitors operations to ensure efficiency, timelines, and adherence to standards
- Schedules and prioritizes data entry projects
- Coordinates staff training on computer and data entry operations and related clerical processing functions
- Confers with managers on problems relating to the completeness and accuracy of source documents received for processing
- Works with staff and vendors to resolve hardware and software problems impacting on data entry operations
- Works with consultants in implementing new systems for computerized documents
- Manages staff engaged in operating optical character recognition (OCR) equipment to prepare, scan, and edit documents for electronic storage and retrieval
- Oversees the preparation of and completes staff performance appraisals
- Prepares management reports on work activities
- Participates in streamlining work procedures to control workflow and improve efficiency and productivity
- Generates reports from computerized records

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Four (4) years of data entry experience, including one (1) year of supervisory experience; or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)
- Optical character recognition equipment

PHYSICAL REQUIREMENTS

- Ability to operate a personal computer and related equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Comprehensive knowledge of:

- *clerical methods, practices, and procedures, including data entry

- *applicable computer software packages and applications

- *English language spelling, punctuation, and grammar

- alphabetical or numerical classification of information

- report preparation methods, practices, and procedures

Moderate knowledge of:

- *office management methods, practices, and procedures

- supervisory practices and procedures

- timekeeping and payroll procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Other knowledge as required for successful performance in the Supervisor of Data Entry Operators class

Skills

- ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making

- ACTIVE LEARNING – Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times

- MONITORING – Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action

Other skills as required for successful performance in the Supervisor of Data Entry Operators class

Abilities

- COMPREHEND ORAL INFORMATION – Listen to and understand information and ideas presented through spoken words and sentences

- SPEAK – Communicate information and ideas in speaking so others will understand

- COMPREHEND WRITTEN INFORMATION – Read and understand information and ideas presented in writing

- WRITE – Communicate information and ideas in writing so others will understand

Other abilities as required for successful performance in the Supervisor of Data Entry Operators class

Other Work Requirements

- INITIATIVE – Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY – Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL – Pay careful attention to detail and thoroughness in completing work tasks

Other characteristics as required for successful performance in the Supervisor of Data Entry Operators class

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
February, 2022