

**-EMPLOYMENT CONNECTION (EC)**  
**Job Description**  
**CLIENT SERVICES-DATA ENTRY SPECIALIST**

The Client Services Data Entry Specialist is responsible for performing client services and data entry duties.

**Essential Duties and Responsibilities** include the following:

1. Operates multi-line telephone system to answer and direct in-coming calls; takes messages or refers to appropriate personnel for services, provides general information to the public; log calls received; may place out-going calls.
2. Greets and screens visitors; determines nature of business and directs to appropriate individual.
3. Schedules appointments.
4. Reserves meeting rooms; as directed.
5. May serve as group leader for client orientation.
  - a. May interview clients and candidates for services to obtain required intake data and complete admission paperwork.
6. Assemble packets of needed materials/ client handouts for program orientation(s).
7. May serve as liaison between the agency and specified referral agencies.
8. Opens, date stamps and distributes mail; prepares mailings; posts mail on postage meter and records postage used.
9. Performs record keeping and file maintenance.
  - a. Compiles new client files.
  - b. Assures confidentiality of client records and information.
  - c. Maintains an effective client-status tracking system, which include follow up procedures.
  - d. Collects, organizes and stores client information in compliance with intra-agency, federal, state and local requirements.
  - e. Review client records for completeness of required materials.
  - f. Scan client files into data entry system to create electronic files.
10. Performs general clerical support duties such as printing, copying, scanning and faxing information.
11. Inputs data into online data entry system.
  - a. Track client hours and enter into data entry system.
  - b. Track and enter client applications into data entry system.
  - c. Track and enter Placements and Retention into data entry system.
  - d. Track and enter WOW data into data entry system.
  - e. Enter data within the required timeframe.
  - f. Run weekly, monthly, quarterly, and yearly reports as required.
  - g. Submit reports and data within the required timeframe.
  - h. Ensure reports meet internal requirements as well as external requirements and ensures that programs are in compliance and meet the expectations of the funders.
12. Coordinates with staff to maintain accurate records.
  - a. Client files
  - b. Data entry system
  - c. Retention due
  - d. Other data required

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13. Participate in staff, unit and inter-unit meetings.
14. Performs other duties as assigned.

**Reporting Structure:** The Client Services-Data Entry Specialist reports to the Manager of Client Services. May provide support to other managers.

**Supervises:** none.

**Qualifications**

Education/Experience:

1. Requires at least two years' experience in a responsible position requiring accurate and detailed work.
2. High school diploma or equivalent with training in typing, clerical, computer or data entry procedures.

Personal Qualities Required

Attentive to detail, energetic, assertive, self-starter and well-disposed toward client population and mission philosophy of EC; ability to establish good public relations. Patient and alert with good personality. Interest in data processing. Ability to be effect and productive under pressure; ability to follow-up on assignments. Capable of prioritizing and managing multiple tasks.

Skills and Knowledge Required

Ability to skillfully interview and screen clients for appropriate service routing; learn and comprehend procedures and instructions rapidly; follow oral and written directions; maintain an effective filing follow-up system; prepare accurate statistical and narrative reports; analyze and recommend improvements in methods and procedures; understand and apply confidentiality regulations. Knowledge of agency policies, procedures, and reporting systems and those of agency funders. Familiarity with interactive computer operations and/or computer languages. Typing at 40 wpm preferred.

Data Utilization:

Requires the ability to compile, assemble, copy, record and/or transcribe data and information according to a prescribed scheme or plan. **Ability to type data/information accurately into a computerized interactive terminal.**

Human Interaction:

Requires the ability to provide guidance, assistance and/or interpretation to others, such as co-workers and the public, on how to apply policies, procedures and standards to specific situations. Ability to follow specific instructions and respond to simple requests from others.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as a telephone, copier, fax, computer, calculator and/or materials used in performing essential functions.

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Verbal Aptitude:

Requires the ability to utilize a variety of reference, descriptive and advisory data and information such as telephone directories and other directories, records, logs, lists, guides, operating manuals, and non-routine correspondence.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication and division.

Functional Reasoning:

Requires the ability to carry out detailed but uninvolved written and oral instructions. Involves routine work according to clearly prescribed standard practices, written guidance from funders, with some latitude for independent judgement.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations characterized by repetitive or short cycle operations covered by set procedures or sequences.

Environmental Factors:

Work is normally performed in an office environment under generally safe and comfortable conditions where exposure to irritants poses a very limited risk of injury.

Physical Requirements:

Requires the ability to exert light physical effort, typically involving some combination of lifting and carrying objects of lightweight, five to twenty pounds, such as packages. Requires the ability to twist and/or bend in order to perform telephone duties. Tasks involve extended periods on the telephone and at a keyboard/ workstation.

Sensory Requirements:

Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks, such as using a computer. Requires the ability to recognize and identify individual characteristics of sounds such as that associated with answering the telephone.

TRAVEL

Local. Use of personal an automobile. A driver's license and liability insurance are required.

BI-WEEKLY SALARY RANGE

\$1,188 - \$1,627

HOURS PER WEEK

Minimum 40 hours, weekends and evening occasionally. Non-exempt. Must be willing to maintain flexibility and adaptability in schedule to meet agency demands.

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The Employment Connection is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Employment Connection will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the agency.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of responsibilities, duties and skills required of personnel so assigned.

**This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws.**

**Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.**

**Employee Certification:**

I understand the description of this job and the essential functions, as stated above. I also understand that all of the duties are not described above and that I would perform those above and other related duties as directed by my supervisor.

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**Employee Name (Print)**

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**Date**

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**Employee Signature**