

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Data Entry Supervisor**

**Class Code: 20334**

**Pay Grade: GE**

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### **A. Purpose:**

Supervises data encoders and data entry activities by receiving, assigning and checking completed work for conformance to instructions, and consistency with system operation.

### **B. Distinguishing Feature:**

The Data Entry Supervisor is responsible for data entry operations or a data entry unit and supervises data encoders to include the completion of performance planning and review documents, or supervises the entire data entry quality control for the department.

The Data Encoder encodes data directly as presented with little or no latitude to alter the information being entered.

The Senior Data Encoder serves as a lead worker over other data encoders by participating in interviews and recommending a selection, providing information on other encoders to be incorporated into their performance planning and review document, training new encoders and determining if they are able to handle the equipment and specified jobs, and may direct the activities of a particular shift.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions that may be found in positions of this class.)*

1. Supervises subordinate staff to ensure that the objectives of the work unit are met.
  - a. Interviews and selects staff.
  - b. Provides training and work direction.
  - c. Approves leave requests.
  - d. Addresses staff problems and recommends disciplinary action.
  - e. Conducts performance appraisals and completes performance documents.
2. Maintains the quality of data entered into a computerized network to ensure error-free data.
  - a. Corrects erroneous data entered into the system.
  - b. Checks reports requested for format and completeness.
  - c. Monitors logs for accuracy to ensure error-free data.
3. Informs data encoders and users of operations updates and provides them with technical assistance and instructions relative to system input and procedures to ensure information entered into a particular system conforms to established standards.
4. Provides information in the form of reports to ensure operations are maintained.
  - a. Accesses the system.
  - b. Checks information in the system.
5. Converts disc to tape to aid in the processing of data.
6. Performs other work as assigned.

### **D. Reporting Relationships:**

Supervises Data Encoders and/or Senior Data Encoders.

**E. Challenges and Problems:**

Challenged to set accurate priorities on encoding jobs, ensuring work is distributed and completed, interpreting forms for encoders, and authorizing overtime for encoding personnel.

Typical problems include dealing with users to resolve scheduling conflicts, data being unclear or incomplete for entry, insufficient notification of new jobs, completing special projects, and settling personnel conflicts.

**F. Decision-making Authority:**

Decisions include selecting personnel for position openings, delegating work, planning and reviewing performance, implementing policy changes, contacting users on data errors, the priority of data to be entered, verifying data entered for correctness, and the approval of leave requests.

Decisions include whether overtime should be taken to complete a user's job, design of new forms, final decisions on employee terminations, and policy development.

**G. Contact with Others:**

Daily contact with programmers on job questions. Weekly contact with data processing personnel on system problems and other agencies as needed to obtain, give, or clarify information.

**H. Working Conditions:**

Typical office environment.

**I. Knowledge, Skills and Abilities:**

Knowledge of:

- English grammar, spelling, and punctuation;
- effective methods of supervision;
- modern office practices, procedures and equipment;
- principles, methods, and techniques involved in the operation of specialized data entry equipment;
- specific source documents and formatted computer screens used in data entry.

Ability to:

- communicate information clearly and concisely;
- plan, organize, schedule, supervise and evaluate the work of other employees;
- train and monitor the work of employees-in-training;
- establish and maintain effective supervisory relationships and effective working relationships with employees, professionals, and the general public.