



DATA ENTRY ADMINISTRATOR

DEPARTMENT: Program Operations

ACCOUNTABILITY: Reports directly to the President of Program Operations

POSITION: Part Time (up to 32 hours per week)

JOB SUMMARY: Maintains database by entering new and updated customer information for workshop activity support for the HOPE Inside Financial Wellbeing Coaches using our HOPE Case Worthy Customer Relations Management system (CRM).

ESSENTIAL DUTIES AND RESPONSIBILITIES include but is not limited to the following. Additional duties may be assigned.

Data Entry Clerk Job Duties:

- Prepares source data for computer entry by compiling and sorting information; establishing entry priorities.
- Processes customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution.
- Enters customer and account workshop data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
- Maintains data entry requirements by following data program techniques and procedures.
- Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete; purging files to eliminate duplication of data.
- Tests customer and account system changes and upgrades by inputting new data; reviewing output.
- Secures information by completing data base backups.
- Maintains operations by following policies and procedures; reporting needed changes.
- Maintains customer confidence and protects operations by keeping information confidential.
- Contributes to team effort by accomplishing related results as needed.

SKILLS

1. Organization
2. Typing
3. Data Entry Skills
4. Attention to Detail

5. Confidentiality
6. Thoroughness
7. Decision Making
8. Independence,
9. Analyzing Information
10. Results Driven
11. Energy Level
12. Must type a minimum of 40 words per minute.

EDUCATIONAL REQUIREMENTS

High School Diploma, 2 years general office experience preferred. Certified Computer training a plus.

LANGUAGE SKILLS- English

PHYSICAL DEMANDS - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORKING CONDITIONS

The work environment is an office or home base situation with the characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

NEEDED ATTRIBUTES

Aptitudes: Ability to effectively monitor the progress of program participants.

Temperament: Willing to modify plans and behavior when necessary to meet a goal, takes time to help customers and others achieve their goals and assignments

EEO STATEMENT

Operation HOPE is an Equal Opportunity Employer, all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information or any other characteristic protected by law.

HOW TO APPLY

Please visit our website at: www.OperationHOPE.org and click on Careers.