

Job Description

Position Title: Support 2, Facilities Data Entry

Job Group: Facilities Services

Job Level Group: Support Intermediate

FLSA Status: Non-Exempt

Position Summary:

The Facilities Data Entry Support 2 provides administrative support for assigned Facilities department. Coordinates and monitors data entry activity for department key performance indicators. Works with supervisor to approve changes made from staff members in support of data integrity towards daily operations. Provides support data analysis for department management.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides customer service via several platforms such as in person, over the phone, through email, or virtually. Contributes to team effort by accomplishing related results as needed.
2. Maintains data entry requirements by following data program techniques and procedures.
3. Maintains operations by following policies and procedures, reporting needed changes.
4. Maintains database records for various systems; resolves discrepancies. Reviews data for completeness and accuracy. Compiles, sorts, verifies and corrects data for entry, updates databases or records with new information as it becomes available. Updates data in appropriate databases in accurate and timely manner so as to avoid backlogging.
5. Corrects and modifies inaccurate files and records, processes and resolves data inquiries by searching and reviewing the databases. Handles numerical data accurately.
6. Enters data into appropriate fields; Maintains records of work completed, maintains accurate databases, records, and files. Manages filing and routing of source documents after entry.
7. Establishes data naming standards and consistent data definitions to improve overall data quality.
8. Compiles, inputs, and analyzes data (financial, assets, equipment, access(keys/cards)).
9. Creates and organizes spreadsheets with large numbers.
10. Contacts authors of source documents to address data inconsistencies and to gather missing data.
11. Complies with security backups and regular checks to ensure data is saved and stored properly.
12. Summarizes and compiles data for standardized reports.
13. Protects the information and identities of customers/clients. Maintains confidentiality as required.
14. Organizes paper formats, paper backups, and material source files as needed.
15. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of administrative procedures and practices
3. Knowledge of internal and external customer service principles and practices
4. Knowledge and application of organizational and time management principles
5. Skill in analyzing data and drawing conclusions,
6. Attention to detail, comfortable with working on repetitive tasks with a high level of accuracy
7. Skill in effective communication (both written and oral)
8. Skill in positive, productive, and flexible customer service
9. Skill in problem solving
10. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
11. Ability to apply effective and accurate data entry and typing skills
12. Ability to develop and maintain effective and positive working relationships

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Work progress is monitored by supervisor/manager; employee follows precedents and procedures and may set priorities and organize work within general guidelines established by supervisor/manager.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED required.
- Associate's degree in Accounting, Finance, Information Technology or a closely related field of study preferred.
- One (1) to three (3) years of related experience required
OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above
- Knowledge of databases and other office systems (google docs/sheets, MS Office Word, MS Excel, etc.)

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment background check required
- Valid AZ Driver's License