

## **Data Entry Specialist** Job Description

**Job Title:** Data Entry Specialist  
**Reports to:** Program Director

**Date:** July, 2016  
**Status:** full-time  
Non-exempt

The Housing Resource Center of Monterey County (HRC) is an independent non-profit housing resource agency, providing services throughout Monterey County and beyond.

The **HRC Data Entry Specialist** is primarily responsible for entering, updating and maintaining client information in agency databases in a timely and accurately manner. This position also provides regular back up support for the Program Assistant, who is the first point of contact for the agency: answering the phone, greeting clients, and providing comprehensive explanations of available programs and services. In addition, as an integral member of the program team, the Data Entry Specialist assists in all program work including staff support, outreach, meeting coordination, etc.

The HRC Data Entry Specialist must be responsible and reliable; maintain confidentiality; and exhibit integrity, a high level of attention to detail, and a strong commitment to the mission and values of the Housing Resource Center of Monterey County.

### **Essential Duties & Responsibilities include, but are not limited to:**

- entering client and case management information into appropriate database(s) in a timely and accurate manner
- identifying, correcting, and reporting data entry errors and omissions
- developing and publishing data reports
- providing essential reports to management and fund development team
- attending and actively participating in HMIS, CARS and other relevant community data management trainings and meetings as assigned
- providing regular back up phone and front desk support/relief for the Program Assistant, including:
  - ✓ answering and directing all incoming telephone calls
  - ✓ providing program information to clients
  - ✓ assisting clients to determine eligibility
  - ✓ providing referrals as appropriate
- working independently and as part of a team to achieve program goals, including assisting with outreach, copying and filing
- other duties as assigned by the Program Director

**The ideal candidate for this position** is a self-motivated, patient individual with a keen eye for detail and a sincere desire to assist those in need. He/She must be dependable, punctual, and of impeccable personal and professional integrity.

**This position requires:**

- minimum of High School Diploma; Bachelor's degree preferred
- minimum of one year of data entry experience and clerical tasks
- proficiency with Microsoft Office (Word and Excel) and Gmail
- bilingual Spanish and English
- excellent customer service skills and phone etiquette
- professional and responsible with sensitive and confidential issues
- excellent organizational, time management and **prioritization skills**
- flexibility, with the ability to work well independently and as part of a team
- strong written and verbal English communication skills
- HMIS experience is a plus
- experience with ACCESS or other databases preferred

**Physical and Mental Characteristics and Environmental Conditions:**

- Physical, mental and emotional stamina to perform the duties and responsibilities of the position;
- Manual dexterity sufficient to write; use telephone and business machines (computer, fax, calculator) for eight hours/day;
- Vision sufficient to read printed materials;
- Hearing sufficient to conduct in person and telephone conversations;
- Speaking ability in an understandable voice with sufficient volume to be heard at normal conversational distance, on the telephone, and presenting before an audience;
- Physical agility to push/pull, squat, twist, turn, bend, stoop and to reach overhead;
- Physical mobility sufficient to move about the work environment; to work in small physical area; to work in low to moderate noise area; to travel distances from site to site; to drive an automobile; to respond to emergency situations;
- Physical strength sufficient to lift **25 pounds**;
- Physical stamina sufficient to sit for prolonged periods of time;
- Mental acuity to collect and interpret data; evaluate; reason; define problems; establish facts; draw valid conclusions; make valid judgments; handle interpersonal conflicts and work with frequent interruptions

**Computer Skills:**

- Must be PC-proficient with common office applications including MS Excel, MS Word, PowerPoint, Gmail, and standard office equipment
- Must be or quickly become proficient in program database (HMIS) and other software as needed

**Working Conditions/Physical Demands:**

- Must be able to stoop, bend, squat, sit on the floor and walk over uneven floor surfaces including stairs and steps
- Must be able to visually and auditorily assess and interact with clients to ensure their safety and well-being
- Requires regular work outside of the office and driving
- May occasionally require out of area travel
- May lift up to 30 pounds

Candidates must successfully pass a background and credit check. Candidates must have a clean driving record, a current California driver's license, and personal car for use. Some travel is required.

This is a full-time 40 hours per week position from 8:00 am – 5:00 pm Monday through Friday; with occasional weekend and evening hours as scheduled or needed to meet the needs of clients, funders, tenants, and landlords/property managers.

Compensation for this position is commensurate with applicable skills and experience. Good benefits are provided after the satisfactory completion of the introductory period.

Qualified applicants should reply to this posting with a cover letter explaining why you are a good fit for this position, a detailed resume listing your skills and experience, a fully completed HRC application form, and three professional references.

**NO PHONE CALLS, PLEASE.**