

**BRISTOL BAY NATIVE ASSOCIATION
POSITION DESCRIPTION**

POSITION TITLE: 477 Data Entry Specialist I-IV

OBJECTIVE: Focusing on data entry, provides data entry for all Bristol Bay residents applications under the Workforce Development (WFD) program, including helping clients get access to all services allowable under Federal and State regulations which support finding employment and becoming self-sufficient.

QUALIFICATIONS: (Required at all levels)

License / Certification: Current valid Alaska Driver’s License and liability insurance

Clearance: Background clearance check including fingerprints

Computer skills. Keyboard, MS programs, e-mail/internet. Ability to learn data entry program in the EagleSun Software Database Tribal Assistance Software (TAS).

Demonstrated ability to achieve the Essential Job Results as described in attachments for levels I-IV.

Data Entry Specialist I	Data Entry Specialist II	Data Entry Specialist III	Data Entry Specialist IV
High School Graduate; Entry-level work; Little or no data entry experience. Requires full supervision. Ability to enter data for 1-15 files per month while supervised.	AA Degree or 2 years progressive experience with data entry. Assigned a low number of data entry files, supervised closely while training on the job. Ability to carry a file load of 15-30 cases per month.	AA or specialized certificate or training and at least 3 years of data entry experience. Ability to carry a file load 30-60 cases per month with minimal supervision.	BA or 4 years progressive experience in the field and leadership experience. May be assigned mentoring of data entry specialists I - III, while maintaining a full data case load of 60 or more cases per month with minimal supervision.
Complete achievement of certain of the above specifications may not be required if, in the opinion of BBNA a particular candidate possesses significant offsetting characteristics, such as past accomplishments, experience, education, or estimate of future potential.			

COMMON JOB RESULTS FOR EACH LEVEL.

Provide data entry and program support related to Workforce Development Services

by

- Ensuring careful, accurate and timely data entry into the EagleSun Database System..
- Reviewing applications and entering related information into the EagleSun Database System.
- Responding to applications with letters of receipt

Having / developing a knowledge/ cross training of important linkages to 477 divisions of eligibility and case management.

by

- Becoming familiar with the basic operational guidelines for each of the above divisions.
- Working with the team to ensure that clients' can access services easily

Protect program integrity and client privacy

by

- Agreeing to BBNA's policy on confidentiality, keeping confidential information gained through employment secure, during and after this employment.
- Delivering services in a manner that is respectful of culture, ethical, and professional.

Contribute to the overall team effort

by:

- Welcoming new and different work requirements; exploring new opportunities to add value to the organization; helping others accomplish related job results as and where needed.

Keep Management Informed

by

- Recordkeeping in order to document services for funding agencies and for efficient service delivery. Data Entry staff will help ensure client files have all the necessary documentation and are in the proper order so accurate information can be retrieved quickly and reliably.
- Participating in scheduled Workforce Department team meetings.
- Producing a monthly activity report

Travel in and out of region

by

- Traveling for mandatory face-to-face meetings or trainings as required to provide services, participate in training or workshops and to exchange current information significant to regional, Tribal, State and Federal entities.
- Fully participating in a manner of professional conduct while in travel status.
- Ensuring that any travel is well-planned and scheduled according to BBNA policy.

Monitors and improves program and service quality

By

- Understanding the Workforce Development Department goals and objectives in addition to individual program goals and objectives to participate in measuring whether those goals and objectives are being met by clients utilizing BBNA Workforce Department services.

ATTACHED JOB RESULTS FOR APPOINTED LEVEL: _____

WAGE RANGE:

	Data Entry Specialist I		Data Entry Specialist II		Data Entry Specialist III		Data Entry Specialist IV	
	Low	High	Low	High	Low	High	Low	High
Annual	\$39,351.00	\$78,682.50	\$41,769.00	\$83,460.00	\$44,401.50	\$89,037.00	\$47,092.50	\$95,238.00
Hourly	\$20.18	\$40.35	\$21.42	\$42.80	\$22.77	\$45.66	\$24.15	\$48.84

REPORTS TO: Deputy Director of Workforce Development

DUTY STATION: Dillingham

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____

Human Resources Director _____ Date _____

ATTACHMENT 1.
477 Data Entry Specialist - Level I

Focusing on data entry and program support, work directly with clients and program staff to process workforce applications by entering data into the EagleSun Database System. Introduction to data entry by performing a minimal load of weekly data entry files with close supervision. Data Entry Caseload may be increased with experience as skills develop.

Achieves Program Goals and Objectives

By

1. Receiving training on PL102-477 Workforce Development rules, regulations, and procedures.
2. Working to become familiar with the WFD EagleSun Database System.
3. Identifying data information contained in WFD Application.
4. Assist clients with completing applications and gathering necessary documentation.
5. Helping participants complete paperwork.
6. Responding to applicants with letter of receipt.
7. Working to become familiar with Bristol Bay area, people, and cultures with an understanding of the social and cultural needs of the Native community.
8. Managing a date entry case load of 1-15 clients per month while being supervised and supported.
9. Working to meet timelines.

ATTACHMENT 2.
477 Data Entry Specialist - Level II

Focusing on data entry and program support, work directly with clients and program staff to process workforce applications by entering data into the EagleSun Database System. Basic understanding of data entry by performing a minimal load of weekly data entry files with close supervision. Data Entry Caseload may be increased with experience as skills develop.

Achieves Program Goals and Objectives

By

1. Understanding and becoming proficient with the PL102-477 Workforce Development rules, regulations, and procedures.
2. Applying federal and/or state regulations by entering data into the Workforce Development EagleSun Database System and maintaining both electronic files of proper documentation of client services.
3. Cross training with other Workforce team positions.
4. Understanding the connections within the PL 102.477 programs and how clients gain self-sufficiency through program benefits
5. Using diplomacy, tact, and respect in communications with participants and handling difficult situations in a professional manner.
6. Ensuring all applications are complete within a 30 day timeframe.
7. Having a familiarity with Bristol Bay area, people, and cultures with an understanding of the social and cultural needs of the Native community.
8. Managing a data entry case load of 15-30 clients per month with minimal supervision.

ATTACHMENT 3.
477 Data Entry Specialist - Level III

Focusing on data entry and program support, work directly with clients and WFD staff to process workforce applications through data entry. Performs data entry duties with limited to no supervision while operating a full Data Entry caseload.

Achieves Program Goals and Objectives

by

1. Utilizing knowledge of P.L. 102-477 Workforce Development rules, regulations, policies, and procedures.
2. Having a familiarity with Bristol Bay area, people, and cultures with an understanding of the social and cultural needs of the Native community.
3. Reviewing applications and entering data while ensuring all documentation exists in case file.
4. Ensuring all applications are complete within a 30-day timeframe.
5. Using professional interview and investigative techniques to assess situations in a respectful and culturally appropriate manner.
6. Using diplomacy, tact, and respect in communications with participants and handling difficult situations in a professional manner.
7. Mediating disputes and responding to applicant/recipient complaints.
8. Knowing available community resources and services and possible applications to an individual's situation.
9. Understanding and evaluating required documents for complete application of services for Workforce Development.
10. Understanding grievance and appeals procedures and providing all information and background related to a participant's case.
11. Managing a full case load of 30-60 clients per month
12. Being familiar with the Eaglesun Database System and all of its components.

ATTACHMENT 4.
477 Data Entry Specialist - Level IV

Provide leadership to 477 Data Entry Specialists I-III, while continuing to ensure the timely processing of applications, assisting staff in resolving client concerns, assist in new hire training, and complete monthly, quarterly, and annual reporting, as needed, while maintaining a full data entry case load.

Achieves Program Goals and Objectives

By

1. Utilizing knowledge of Tribal TANF and P.L. 102-477 programs and sub program's regulations, policies, and procedures.
2. Having a familiarity with Bristol Bay area, people, and cultures with an understanding of the social and cultural needs of the Native community.
3. Reviewing all applications and ensuring all documentation exists in case file.
4. Ensuring all data has been entered correctly into the EagleSun System.
5. Assist Data Entry Services Division Manager in reviewing case files and identifying any errors.
6. Helping staff to interpreting and clarifying policy and program changes.
7. Using diplomacy, tact, and respect in communications with participants and handling difficult situations in a professional manner.
8. Mediating disputes and responding to applicant/recipient complaints.
9. Knowing available community resources and services and possible applications to an individual's situation.
10. Analyze documents and data for reporting purposes.
11. Understanding grievance and appeals procedures and providing all information and background related to a participant's case.
12. Ensuring the participant application process is easily accessible with coordination at all levels.
13. Manages data entry of a full case load of 60 or more cases per month.
14. Utilizing extensive knowledge of the WFD database