

# FAMILIES FORWARD

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**Job Title:** Data Entry Clerk

**Reports to:** Data Compliance Manager

**Education Requirement:** High School Diploma

**Position is:** Non-exempt, 36-40 hours per week

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## **Job Summary:**

This position performs data entry in Client Track and the Homeless Management Information System (HMIS) for Families Forward Homeless Prevention and Housing programs. Data is entered from various source documents into the databases for storage, processing, data management and reporting. Under the supervision of the Data Compliance Manager this position works with program staff to maintain processes that ensure the timely, high quality and streamlined collection of program data.

## **Essential Job Duties: (100% of the time)**

- Responsible for entry of participant information, including program entry, program exit and services received, into centralized databases.
- Enter accurate program data on a timely basis with responsibility to verify, correct, or combine data from several sources; proactively requesting further information for mandatory documents that are incomplete.
- Process client files, reviewing data for inconsistencies and errors using standard data entry procedures.
- Maintains close communication with appropriate staff to improve data quality and develop a detailed process for delivery of intakes, entries and exits.
- Makes data corrections for data quality reports, grant reporting and audit preparation as directed.
- Strictly adheres to HMIS and Agency confidentiality guidelines; store completed documents in designated locations.
- Maintain current and ongoing expertise regarding data quality standards.
- Follow strict agency, HUD and County guidelines on quality, timeliness, accuracy and completeness.
- Attend program, department and agency meetings, as requested.
- Other program duties as assigned.

## **Job Qualifications:**

- Experience working with databases including data entry and reporting.
- Must be analytical, highly detailed, deadline driven and able to enter data with speed and accuracy.
- Strong critical thinking, organizational, and communication skills.
- Knowledge of correct spelling, grammar and punctuation.
- Must be results driven with strong computer skills (Microsoft Word, Microsoft Excel and customer database systems).
- Maintain valid California Driver's License and State Mandated Auto Insurance.
- Able to take direction, work independently, and proactively.
- Ability to be flexible, supportive and to work cooperatively with co-workers.
- Able to maintain confidentiality of client and organizational information.

**Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

<b>Key Skills:</b>	<b>Comprehensive</b> Expert with total knowledge; guides others	<b>Advanced</b> Fully trained; req. occasional assistance	<b>Moderate</b> General knowledge but not totally proficient	<b>Basic</b> Trainee with general understanding
<b>Technical/Functional Expertise:</b> Training skills			<b>Required</b>	
<b>Computer Software:</b> Microsoft Office			<b>Required</b>	
<b>Interpersonal/Communication:</b> Strong verbal & written skills				<b>Required</b>
<b>Language (non-English):</b> Speak & understand Spanish				

**Work Environment/Requirements: (time required in terms of an 8 hour workday)**

Time each day (Occasionally = 0.5 to 2.0 hours; Frequently = 2.5 to 4.0 hours; Continuously = 4.5 or more hours)

<b>Basic Duties</b>	<b>O</b>	<b>F</b>	<b>C</b>
Drive car	O		
Operate forklift			
Ride in car	O		
Travel			
Use telephone	O		
Type or use PC equipment			C
Sit at desk			C
<b>Noise Level</b>			
Very quiet (forest trail; isolation booth, etc.)			
Quiet (library; private office, etc.)			
Moderate Noise (open office)			C
Loud Noise (warehouse, fork trucks, etc.)			
Very Loud Noise (heavy equipment, etc.)			
<b>Work Environment</b>			
Wet, humid conditions (non-weather)			
Work in high, precarious places			
Fumes or airborne particles			
Toxic or caustic chemicals			
Outdoor weather conditions			
Extreme cold (non-weather)			
Extreme heat (non-weather)			
Risk of electrical shock			
Risk of radiation			
Vibration			
<b>Other:</b>			

<b>Basic Functions</b>	<b>O</b>	<b>F</b>	<b>C</b>
Kneel/bend/crouch/crawl/squat	O		
Talk	O		
Hear	O		
Climb or balance			
Reach with hands or arms			
Reach above shoulder level			
Stand or walk	O		
Use hands to finger/handle/feel			
Push/pull	O		
<b>Special Vision Requirement</b>			
Close vision (clear at 20 inches or less)			C
Distance vision (clear at 20 inches or more)	O		
Color vision (identify & distinguish colors)			
Peripheral vision (Observe up/down/left right)			
Depth perception (3 D; judge distance)			
Ability to adjust focus			
<b>Lifting/Carrying</b>			
Up to 25 lbs.	O		
Up to 50 lbs.			
Up to 100 lbs.			
More than 100 lbs.			
<b>Working Hours</b>			
Physical presence during work hours			C
Weekends	O		
Overtime	O		

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Manager's Approval

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resource's Approval

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee's Approval

\_\_\_\_\_  
Date