

Maui Economic Opportunity, Inc.

Job Description



Job Title: Data Entry Clerk
Department: Community Services
Reports To: Director
FLSA Status: Nonexempt-Hourly
Prepared Date: March 2011
Updated: April 2021

SUMMARY:

Provide administrative support and perform data entry and quality control for the Low Income Energy Assistance Program (LIHEAP).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Greet and assist clients in the completion of application forms and following through on the required documents.
- Perform general clerical duties to support the LIHEAP.
- Gather and assemble material and data required for data entry.
- Review intake forms and verify information against supporting documents.
- Input client and supporting document information into the database.
- Create files and ensure of its accuracy and completeness.
- Follow up on missing documents and information.
- Generate reports as needed.
- Maintain open communication with staff and clients.
- Provide and maintain a high level of service ensuring that staff and client's needs are met.
- Understand and follow all safety policies and procedures.
- Work varied shifts.
- Regular attendance.

NONESSENTIAL DUTIES AND RESPONSIBILITIES:

- May generate acceptance and denial letters as assigned.
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- None

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Strong attention to detail and high level of accuracy.
- Ability to work independently with minimal supervision.
- Excellent interpersonal skills, which include, written, verbal and listening.
- Cooperative team player and a desire to help others.
- Proficient use of computer applications to include, Word and Excel, Access and data entry.
- Ability to type 35 words per minute, and the ability to use standard office machines.

Maui Economic Opportunity, Inc.

Job Description



- Knowledge and application of proper telephone etiquette.
- Organized, detail and tasks oriented.
- Ability to manage many projects at a given time and meet deadlines and prioritize workload.
- Ability to work varied shifts, which may include evenings and weekends.

EDUCATION and/or EXPERIENCE:

- One-year related experience; or equivalent combination of education and experience.

LANGUAGE SKILLS:

- Ability to read and interpret procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to effectively present information in one-on-one situations to other employees of the organization.

MATHEMATICAL SKILLS:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentages.

REASONING ABILITY:

- Ability to apply sound judgment to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to interact, relate, and have compassion for persons with mental and/or physical disabilities and those who are less fortunate.
- Ability handle and keep composure in situations where employees, clients may become hostile and demanding.
- Performs well under pressure.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid driver's license and access to an insured vehicle.

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. While performing the duties of this job, the employee is:

- Frequently required to stand; walk; sit; use hands to finger, handle, or feel; and talk or hear.
- Occasionally required to reach with hands and arms.
- Regularly lifts and/or moves up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment 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. While performing the duties of this job, the employee is:

Maui Economic Opportunity, Inc.

Job Description



- Occasionally exposed to moving mechanical parts, fumes or airborne particles, and outside weather conditions.
- The noise level in the work environment is usually moderate.

Signature

Date