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| TITLE: <u>Data Resource Assistant</u> | SALARY SCHEDULE: <u>Staff</u> | CLASS CODE: <u>SA465</u> |
| UNION: <u>Staff Association – Local 2071, U.A.W.</u> | SALARY GRADE: <u>7</u> | EEO CODE: <u>40</u> |
| | FLSA: <u>Non-Exempt</u> | E-CLASS: <u>SA</u> |

POSITION PURPOSE

Oversee and participate in data entry and records maintenance support to ensure consistency and accuracy of information relative to department operations and services. Possess proficiency in usage and maintenance of database software in order to manipulate and extract data instruct others in database performance.

ESSENTIAL JOB FUNCTIONS

- Oversee and participate in data entry of information relative to department functions, e.g., donor/gift contributions, constituent profiles, new accounts, acknowledgements, etc. Monitor data integrity by verifying and correcting data entered into the system to ensure consistency and accuracy.
- Assist in the development and implementation of system enhancements and maintenance. Troubleshoot problems; provide management and internal staff recommendations to improve system performance and capabilities.
- Serve as a resource in installation of system upgrades and assisting in future system development. Maintain tables, codes, fields and data dictionary; redesign reports to ensure consistency with current software functionality.
- Provide training and guidance to office staff on system usage (i.e., access data, view screens, input data, understanding modules, etc.). Develop job aids and procedures manual. Demonstrate system usage in one-on-one and group settings; update users on system changes.
- Compile data and provide reports relative to department operations. Interface with external departments; respond to inquiries or exchange information and data regarding department operations.
- Participate in special projects supporting records maintenance. Reconcile data between internal database and enterprise systems to ensure consistency, accuracy and fiscal responsibility. Participate in general office support duties relative to department operations, e.g., providing acknowledgments, opening new accounts, etc.
- Perform related work as assigned.

ADDITIONAL COMMENTS

This classification is designed to provide proficient knowledge of database software in overseeing and participating in data entry and records maintenance support. Work activities require independence of action and the ability to perform tasks which are procedural in nature but may require searching for solutions or new applications within an area of learned skills. Position incumbents are expected to prioritize work assignments, however, work assignments are subject to supervisory approval and review. Incumbents must possess keen attention to detail in the maintenance of data and the ability to interface with employees university-wide exchanging and updating information and records. This classification is may be assigned to a School, College or Division and reports to and receives work direction from a professional and/or management level position.

MINIMUM QUALIFICATIONS

- High school graduate or an equivalent combination of education and/or experience.
- Ability to perform data entry with speed and accuracy.
- Considerable knowledge of and experience with database software (e.g., Raiser's Edge) and University enterprise systems.
- Ability to communicate effectively with others.
- Ability to prioritize work assignment and possess a keen attention to detail.
- Ability to operate standard office equipment.
- Ability to train in the utilization of database software.
- Ability to maintain a large volume of data relevant to operational area.
- Typically, incumbents have held lower level data entry and data support positions.

THIS DESCRIPTION IS INTENDED TO INDICATE THE KINDS OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF SIMILAR KIND OR LEVEL OF DIFFICULTY.

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