



Eastern Band of Cherokee Indians Job Description

Position ID Number:	900342005	Last Revised:	08/19/2020
Position Title:	Data Entry Clerk	Department:	Tribal Foods Distribution
Reports to:	Tribal Food Distribution Representative	Division:	Public Health & Human Services

Primary Function: This position provides clerical support to the Tribal Commodities Program. Maintains the Tribal Commodity Program's database by entering new and updated customer and account information on all Food Assistance Program's food distribution systems, data points necessary for the operation of the program.

Job Duties and Responsibilities:

- Interact with internal and external customers / clients in a polite and professional manner
- Inputs data in a timely and accurate manner into the web-based information system; complies with or assists in the compilation of statistical information for special reports.
- Performs program support tasks such as: organizes forms; photocopies; files; orders and maintains program materials and educational handouts.
- Performs general clerical functions such as sorts, routes and distributes mail; types material from typed or handwritten copy; prepares correspondence, reports and other documents.
- May participate in community outreach activities such as distributing program brochures, retrieving client referrals as delegated by the supervisor.
- Prepares source data for computer entry by compiling and sorting information; establishing entry priorities.
- Processes customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution.
- Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
- Maintains data entry requirements by following data program techniques and procedures.
- Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete; purging files to eliminate duplication of data.
- Tests customer and account system changes and upgrades by inputting new data; reviewing output.
- Secures information by completing data base backups.
- Maintains operations by following policies and procedures; reporting needed changes.
- Maintains customer confidence and protects operations by keeping information confidential.
- Contributes to team effort by accomplishing related results as needed.
- Performs other work as required or assigned.

Education /Experience:	<ul style="list-style-type: none"> ➤ Must possess an Associate's degree in business administration or related field or 4 years of experience in office administration or data entry required. ➤ Valid non-restricted North Carolina Driver's License required.
Job Knowledge:	Must have an understanding of the guidelines, policies and procedures of the Tribal Commodities Program. Must have good computer skills with an emphasis in Excel and data collection. Must demonstrate proficiency with Microsoft Office Suite. Must be organized and have good interpersonal skills. Must have the ability to communicate clients, coworkers, and other community members effectively.
Complexity of Duties:	This position is responsible for assisting clients with accessing commodities; therefore, the job must be performed with accuracy. Employee will interface with multiple partners and agencies. Duties require the application of judgment and problem solving skills in order to be effective.
Contact with Others:	Interacts frequently with coworkers, patients, and other tribal personnel. Has outside contacts with program clients, community members, and agency representatives in the exchange of information and discussions.
Confidential Data:	Maintains confidentiality and adheres to regulations governing confidentiality. Damage to program reputation and participant relationships could result if information is disclosed improperly. Must be familiar with and adhere to all applicable confidentiality laws and Tribal confidentiality laws and Tribal confidentiality policies and procedures.
Mental / Visual / Physical Effort:	Work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending, carrying of light items such as papers, books, small parts, driving an automobile, or use of a personal computer to accomplish work objectives. No specific physical demands required. Mental demands and normal stress regarding achieving work deadlines are present. Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis.
Environment:	Work environment involves normal, everyday discomforts or unpleasantness. Work area has adequate light, heat, and ventilation; environment is organized and stable. Work presents no significant hazards to employees. May be necessary for the employee to make home or hospital visits to assist non-ambulatory applicants.
Supervision Received:	Work is performed under the general supervision of the Tribal Commodities Distribution Representative, and is reviewed through conferences and periodic performance appraisals. Employee must be able to work independently.
Responsibility for Accuracy:	The integrity of the program will rely on accurate data input and statistical outputs. The incumbent must have the ability to multi-task, trouble-shoot data systems, and review information for accuracy.