

Job Description
Franklin Hampshire Employment & Training Consortium

Position Title: Data Entry Clerk
Status: Non-exempt, Union Represented/UFCW 1459
Grade: Grade 5, Full-Time
Location: This position is stationed in Greenfield, MA
Supervisor: Operations Manager
Date: August, 2024

Position Summary:

Provide administrative support to the MassHire Franklin Hampshire Career Center Business Services Team, and other programs as needed. The Data Entry Clerk will be responsible for performing data entry, maintaining database information, maintaining spreadsheets in Excel, operating standard office equipment such as phones, copiers, etc.

Essential Functions/Responsibilities:

1. Collect and enter data in database, update and maintain accurate records of Career Center customers, program, and service information for job seeker and business customers.
2. Enter and update program specific data into statewide database using keyboard.
3. Transfer data from paper format into database system and file paperwork after data entry.
4. Retrieve data from the database or electronic files as requested.
5. Work together with Career Center staff to ensure accurate understanding and entry of data.
6. Schedule meetings and events using calendar software and/or other means.
7. Make phone calls to employers and/or job seekers to confirm attendance at events and/or to gather information.
8. Maintain confidentiality of information and data, and comply with confidentiality policies.
9. Use internet, MOSES, Dun & Bradstreet, O'Net, TORQ, and other databases to conduct research and prepare written reports.
10. Create and distribute media material to include event flyers, information sheets, forms, and other general correspondence using appropriate software tools.
11. Post approved information to website and social media accounts.
12. Run weekly/bi-weekly reports and distributes through appropriate staff distribution lists.
13. Interact and maintain good relationships with Career Center staff and management, partner and community agencies, the business community, and the public.
14. Provide backup support to Front Desk and Resource Room support as needed.
15. Perform other duties as assigned by Operations Manager to support customer service and ensure the smooth daily operation of the Career Center.

Recommended Minimum Qualifications:

1. High school diploma or equivalent
2. Previous experience in data entry, computer use
3. Knowledge of database systems
4. High level of accuracy and attention to detail
5. Proficiency in Microsoft Excel and Word
6. Familiarity with MailChimp
7. Ability to develop and maintain positive working relationships with diverse populations and community partner agencies
8. Ability to maintain confidential information
9. Strong organizational skills
10. Knowledge of career services/workforce programs a plus
11. Bilingual fluency in English and Spanish a plus
12. Ability to work (very occasional) nights and/or weekends, as necessary, to promote Career Center services

Job Environment and Physical Requirements: *The work environment and physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Has access to a variety of confidential organizational, financial, employee, and customer information. Errors in judgment could severely jeopardize operations or have direct financial or legal repercussions.
2. Work is performed generally in a typical office environment which includes community spaces and varying noise levels.
3. Frequently requires work at a desk, sitting for long periods of time.
4. Regularly convey information verbally and in writing to staff, job seekers, employers and to the public.
5. Move about inside the office to access file cabinets and office machinery with some bending and stretching required.
6. Must occasionally lift or move objects such as supplies, folders, books, and manuals. Room setup requires movement of chairs, tables, and laptop computers. Multiple office locations require lifting and transporting files between offices which may weigh between 10-20 lbs.
7. Manual dexterity to operate a telephone, keyboard, and calculator at efficient speed and to view computer screens, spreadsheets, power points presentations, and documents for extended periods of time.
8. Specific vision abilities include ability to adjust focus, near and far clarity of vision, 3-dimension depth perception, ability to judge space relationships, ability to maneuver through complex database systems/documents and to explain what is shown to customers, ability to maneuver through on-screen and to engage with staff and customers about that content.
9. This position is stationed on a regular basis at the Greenfield office, with some travel to affiliate locations, as well as off-site events required.

AA/EOE/ADA

This job description does not constitute an employment agreement between FHETC and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.

Employee Name (Print)

Employee Signature

Date