MASSACHUSETTS DEPARTMENT OF PERSONNEL ADMINISTRATION

CLASSIFICATION SPECIFICATION

I.   EDP Entry Operator Series:

      EDP Entry Operator I
      EDP Entry Operator II
      EDP Entry Operator III
      EDP Entry Operator IV

II.   SUMMARY OF SERIES:

Incumbents in this series operate typewriter-style keyboard controlled EDP (electronic data processing) entry equipment; modify existing data for input into computers; maintain logs of daily activities; check accuracy of source documents; and perform related work as required.

The basic purpose of this work is to convert information into an acceptable format for computer entry by means of EDP entry systems.

III. ORGANIZATIONAL LEVELS:

EDP Entry Operator I is the entry-level clerical job in this series.

EDP Entry Operator II is the second-level clerical job in this series.

EDP Entry Operator III is the first-level supervisory job in this series.

EDP Entry Operator IV is the second-level supervisory job in this series.

IV.   EXAMPLES OF DUTIES COMMON TO ALL LEVELS IN SERIES:

1.   Sets up and operates EDP equipment such as key edit machines, keypunch machines, key punch verifiers and cathode ray tube (CRT) terminals by key punching information on cards, tapes or disks in order to enter updated information such as changes, additions and deletions into the computer.

2.   Operates key stations by activating a typewriter-style keyboard terminal for the purpose of entering and manipulating information.

3.   Maintains logs of daily activities by recording work in process or work completed by machine-generated statistics to control daily work assignments and work flow.

4.   Checks for discrepancies between source documents and keyed data by visually checking items to determine the accuracy of the information and to ensure compliance with established standards and procedures.

Based on assignment, incumbents of positions in this series may also:

1.   Determine proper coding of data for entry into computer system.

2.   Analyze and batch documents for key entry input.

V.   DIFFERENCE BETWEEN LEVELS IN SERIES:

EDP Entry Operator II:

Incumbents of positions at this level or higher also:

1.   Review problem data, checking for discrepencies and making correc-
      tions; enter and/or edit information to be put into computer via
      CRT; and create/prepare all back-up tapes.

2.   Set up and/or operate general office machines, such as bill folders,
      typewriters, adding machines, date stampers, calculators,
      mimeograph machines, microfiche readers, postage meters and scales.

3.   Process and verify daily balance and maintain and purge records and
      routine files for computer.

Based on assignment,incumbents of positions at this level or higher may
also:

1.   Set up and/or operate peripheral equipment such as sorters, colla-
      tors, bursters, optical scanning devices, reproducers and
      tabulators.

2.   Prepare machine control program cards or instructions to complete
      data entry processing assignments and deliver completed work to
      user departments or units.

EDP Entry Operator III:

Incumbents of positions at this level or higher also:

1.   Train personnel in the methods, techniques and procedures for the
      operation of EDP entry and peripheral equipment.

Based on assignment, incumbents of positions at this level or higher may
also:

1.   Adjust figures on income tax returns to correct errors.

2.   Verify social security numbers and other pertinent tax return infor-
      mation by checking on video terminal.

EDP Entry Operator IV:

Incumbents of positions at this level also:

1.   Monitor employee performance to ensure compliance with established
      standards.

2.   Determine corrective action needed to improve performance.

3.   Develop, in conjunction with superiors, production schedules,
      performance standards, quality controls, methods, procedures and
      operations manuals, to facilitate data entry operations.

VI.   RELATIONSHIPS WITH OTHERS:

Major work contacts are with agency personnel and the general public.

VII.   SUPERVISION RECEIVED:

EDP Entry Operator I:

Incumbents of positions at this level receive close supervision from EDP Entry Operators or other employees of higher grade who provide instruction, assign work and review performance through observation and oral reports for accuracy and compliance with established standards and procedures.

EDP Entry Operator II:

Incumbents of positions at this level receive direct supervision from EDP Entry Operators or other employees of higher grade who provide instruction, assign work and review performance through oral and written reports for accuracy and compliance with established standards and procedures.

EDP Entry Operator III:

Incumbents of positions at this level receive general supervision from EDP Entry Operators or other employees of higher grade who provide instruction and guidance on procedures, assign work and review performance through reports and conferences for compliance with established standards and procedures.

EDP Entry Operator IV:

Incumbents of positions at this level receive general supervision from employees of higher grade who provide guidance on procedures, assign work and review performance through reports and conferences for compliance with established standards and procedures.

VIII.   SUPERVISION EXERCISED:

EDP Entry Operator I:

None.

EDP Entry Operator II:

None.

EDP Entry Operator III:

Incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor), assign work to and review the performance of 15 clerical personnel; and functional supervision (i.e., over certain but not all work activities, or over some or all work activities on a temporary basis) over 16 or more clerical personnel.

EDP Entry Operator IV:

Incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to and review the performance of 1-5 clerical personnel; and indirect supervision (i.e., through an intermediate level supervisor) over 16 or more clerical personnel.

IX. WORKING CONDITIONS:

EDP Entry Operators work in a typical office environment and are exposed to high noise levels.

X. QUALIFICATIONS REQUIRED AT HIRE FOR ALL LEVELS IN SERIES:

1. Ability to read, write and comprehend the English language.

2. Ability to assemble items of information in accordance with established procedures.

3. Ability to deal tactfully with others.

4. Ability to perform arithmetic computations (addition, subtraction, multiplication and division) with speed and accuracy.

5. Ability to work accurately with names, numbers, codes and/or symbols.

6. Ability to establish and maintain harmonious working relationships with others.

7. Ability to follow oral and written instructions.

8. Ability to work independently.

Additional qualification required at hire for EDP Entry Operator II and higher positions:

1. Knowledge of the types and uses of equipment used in electronic data entry.

2. Knowledge of the types and uses of equipment used in mail sorting and addressing.

3. Knowledge of the terminology and standard abbreviations used in electronic data processing.

4. Knowledge of clerical office practice, including office record keeping.

5. Skill in operating electronic data processing data entry equipment, including typewriter style, keyboard-controlled machines.

6. Ability to communicate effectively both orally and in writing.

7. Ability to give written and oral instructions in a precise, understandable manner.

8. Ability to determine the proper format and procedure for assembling items of information.

9. Ability to adjust to changing situations to meet emergency or changing program or production requirements.

10. Ability to read and interpret documents such as equipment operating manuals, specifications and layouts.

Additional qualifications required at hire for EDP Entry Operator III and higher positions:

1. Knowledge of training methods as applied to office machine operation.

2. Knowledge of the types and uses of equipment used in photo reproduction.

3. Skill in operating duplicating equipment.

4. Skill in operating electronic data processing peripheral equipment.

5. Ability to conduct training and instruction in office machine operation.

6. Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources; controlling work through periodic reviews and/or evaluations; determining subordinates' training needs and providing or arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action.

Additional qualifications required at hire for EDP Entry Operator IV positions:

1. Knowledge of the principles, practices and techniques of supervision.

2. Knowledge of training methods used to instruct in the operation of electronic data processing entry and peripheral equipment.

XI. QUALIFICATIONS ACQUIRED ON JOB AT ALL LEVELS IN SERIES:

1. Knowledge of the laws, rules, regulations, policies, procedures, specifications, standards and guidelines governing assigned unit activities.

2. Knowledge of proper telephone procedures for making and receiving agency calls.

3.   Knowledge of the types and uses of agency forms.

4.   Skill in operating general office machines including calculators, typewriters, date stampers and postage machines.

5.   Ability to explain the provisions of the laws, rules and regulations governing assigned unit activities.

Additional qualifications acquired on job in EDP Entry Operator I positions:

1.   Knowledge of the types and uses of equipment used in electronic data entry.

2.   Knowledge of the types and uses of mail sorting and addressing equipment.

3.   Knowledge of the terminology and standard abbreviations used in electronic data processing.

4.   Knowledge of clerical office practices.

5.   Skill in operating electronic data processing data entry equipment.

6.   Ability to maintain accurate records.

7.   Ability to determine the proper format and procedure for assembling items of information.

8.   Ability to read and interpret documents such as equipment operating manuals, specifications and layouts.

Additional qualifications acquired on job in EDP Entry Operator II positions:

1.   Knowledge of the types and uses of equipment used in photo reproduction.

2.   Skill in operating duplicating equipment.

3.   Skill in operating electronic data processing peripheral equipment.

Additional qualifications acquired on job in EDP Entry Operator III positions:

1.   Ability to conduct training and instruction in office practice.

Additional qualifications acquired on job in EDP Entry Operator IV positions:

1.   Knowledge of the principles, practices and techniques of supervision.

XII.   <u>MINIMUM ENTRANCE REQUIREMENTS</u>:

<u>EDP Entry Operator I</u>:

None.

<u>EDP Entry Operator II</u>:

Applicants must have (A) at least one year of full-time, or equivalent part-time, clerical experience in the operation of electronic data processing data entry equipment or statistical machines such as key punch, key to disk, key to tape and verifiers, or (B) any equivalent combination of the required experience and the substitutions below.

<u>Substitutions</u>:

I.   A certificate or diploma as evidence of completion of a course of study in business or electronic data processing or computer programming may be substituted for the required experience.*

II.   An Associate's degree in business or electronic data processing or computer programming may be substituted for the required experience.

       *Education toward such a certificate, diploma or degree will be prorated on the basis of the proportion of the requirements actually completed.

<u>EDP Entry Operator III</u>:

Applicants must have (A) at least two years of full-time, or equivalent part-time, clerical experience in the operation of electronic data processing data entry equipment or statistical machines such as key punch, key to disk, key to tape and verifiers, or (B) any equivalent combination of the required experience and the substitutions below.

<u>Substitutions</u>:

I.   A certificate or diploma as evidence of completion of a course of study in business or electronic data processing or computer programming may be substituted for a maximum of one year of the required experience.*

II.   An Associate's Degree in business or electronic data processing or computer programming may be substituted for the required experience.*

       *Education toward such a certificate, diploma or degree will be prorated on the basis of the proportion of the requirements actually completed.

<u>EDP Entry Operator IV</u>:

Applicants must have (A) at least three years of full-time, or equivalent part-time, clerical experience in the operation of electronic data processing data entry equipment or statistical machines such as key punch,

key to disk, key to tape and verifiers, and (b) which at least one year
must have been in supervisory or administrative capacity, or (C) any
equivalent combination required experience and the substitutions below.

Substitutions:

I.   A certificate or diploma as evidence of completion of a course of
        study in business or electronic data processing or computer
        programming may be substituted for a maximum of one year of the
        required (A) experience.*

II.   An Associate's degree in business or electronic data processing or
        computer programming may be substituted for a maximum of two years
        of the required (A) experience.*

        Note: No substitutions will be permitted for the required (B)
               experience.

        *Education toward such a certificate, diploma or degree will be
        prorated on the basis of the proportion of the requirements actually
        completed.

XIII. SPECIAL REQUIREMENTS:

None.

Occupational Group 14

Revised 6/87