

NEW RIVER COMMUNITY ACTION, INC.

Program Support/Data Management Technician

Job Description

General Description:

Under the direct supervision of the Director or Coordinator, the Program Support/ Data Management Technician is responsible for the oversight and assistance of data entry and providing program support to staff.

Duties and Responsibilities:

1. Responsible for initial application entry, agency database, and other databases as needed. Prepares source data for computer entry by compiling and sorting information; establishing entry priorities. Ensures quality control for data entry by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to staff for resolution. Entry timeliness and accuracy is critical real-time data availability.
2. Responsible for collecting and reporting data as required by funding sources and agency.
3. Responsible for organizing and implementing database training for all required staff.
4. Continues to provide ongoing technical support to staff.
5. Develops individual training plans for required staff members.
6. Collaborates with staff to schedule regular file reviews at each site and meeting with staff to ensure updates and revisions are entered into the system(s) within 30 days.
7. Contact software vendors for technical support as needed.
8. Schedules regular staff meetings to provide updates to required staff.
9. Assists management staff with research projects, grant reviews, grant reports, and special projects or reports as assigned. Evaluates information for quality assurance.
10. Maintains record management system and organizes manuals, paper files and computerized files.
11. Monitors deadlines.
12. Completes all appropriate paperwork, correspondence, reports, presentations, promotional and educational materials as assigned. Responsible for comprehensive mail merge data listings.
13. Responsible for program mail services.
14. Assists in preparing and mailing newsletters as requested.
15. Travels to sites on a weekly basis, or as required, providing ongoing technical support.
16. Responsible for monitoring data systems to ensure timely and efficient update of information and services.
17. Submits weekly work schedule and task analysis form to their supervisor.
18. Submits program's PIR (Program Information Report) in conjunction with responsible administrative staff.
19. Responsible for scanning and maintaining program's past files and archives for documentation purposes, ensuring accuracy.
20. Maintains confidentiality of records and information.
21. Participates fully in staff meetings and training experiences as deemed necessary by supervisor.
22. Completes documentation and submits all appropriate paperwork and reports as required.
23. Works within required state and federal guidelines; follows agency policies/procedures in all areas.
24. Professionally represents NRCA in the community.
25. Personally reports to Department of Social Services all suspected child, aged or incapacitated adult abuse and neglect as required by law and document accordingly. The Commonwealth of Virginia mandates the reporting of suspected child abuse and neglect within 24 hours to the local DSS. Informs supervisor of all reports to Department of Social Services.
26. Performs all other duties that advance the philosophy and goals of the program and NRCA as deemed necessary by the supervisor.

Knowledge, skills, and abilities

Must be able to assemble and organize complex data and prepare professional quality reports from such data in many varied formats, using personal computer software Microsoft Office Professional and database(s).

Has a thorough knowledge of office procedures.

Excellent oral and written communication skills.

Ability to:

- handle multiple tasks under pressure
- work independently
- enter data fast (without mistakes)
- organize, prioritize, and manage workloads

Must maintain regular attendance and perform job duties and responsibilities in a satisfactory manner. Notifies supervisor by 7:30 am if unable to report to work.

Proficient in operating a personal computer utilizing a variety of software and database applications. Must be able to use a computer up to 4 hours per day, may be required more than 4 hours in a given day.

Ability to train and communicate technical information to others

Ability to troubleshoot technical issues that may occur.

Before employment, the applicant must sign authorizations for NRCA to perform DMV and Criminal Record Checks. These will be used to demonstrate that a satisfactory driving record and no pending or found charges or convictions related to abuse, neglect, or exploitation of children or adults are present. This information can also be used to determine if any other felonies or misdemeanor charges which would conflict with the mission and philosophy of the agency are present.

Driving is an essential function of the job. Must possess valid driver's license and safe driving record with access to transportation. Must be able to drive up to 4 hours per day, but may be required to drive more than 4 hours in a given day. Some night/overnight driving may be required for out of town training or meetings.

If agency vehicle is unavailable, must have a vehicle with valid inspection and auto liability insurance that meets minimum state requirements available for travel within the New River Valley, and in pre-approved cases outside the New River Valley. Mileage reimbursed by NRCA.

Must pass a physical exam in which a physician documents employee's capability to drive on-the-job. The physical may be required to include a TB test and document that the employee is capable of performing essential duties specified in his/her job description.

Education and Experience

1. High School Diploma or equivalent education plus two years' office services experience in a computerized environment required.

OR

2. A.A.S. in Administrative Support or related field.

Pay Scale:

Wage, non-exempt position. 12 month, year-round position. This position may be a full or part-time position as determined by Program Director.

This position is classified as grade 14 on NRCA pay scale table currently in force.

Signature Acknowledgement of Receipt:

Employee

Date

Supervisor

Date

Return signed page to Human Resources Manager.