



DATA PROCESSOR
FLSA: Non-Exempt
Grade 18 \$32,852.65 - \$52,564.23

GENERAL DEFINITION

Position is responsible for the daily downloading, processing and uploading of weight data stored by solid waste management vehicles. Work involves the receipt, review, processing, preparing and proper routing of data to customer service staff for accounting billing purposes. Work is performed according to established department policies, procedures, and applicable regulatory standards. The incumbent will be required to communicate effectively with employees, vendors, and customers via telephone, email, and radio. Provides administrative support assistance to the unit as directed.

ESSENTIAL JOB DUTIES

The list of duties and functions, as outlined herein, is intended to be representative of the type of tasks performed within this classification. They are not listed in any order of importance. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Performs daily downloading of data recorded by the department's front-end loader solid waste management vehicles.
- Processes download data into recording, processing and tracking applications, e.g., databases, spreadsheets.
- Operates handheld radios in communicating to and maintaining contact with employees working in the field.
- Reviews data downloads for accuracy and integrity; identifies any inconsistencies and resolves accordingly or forwards to proper staff for evaluation and resolution.
- Prepares data submission for proper routing to customer service staff for customer accounts billing purposes.
- Performs data entry tasks in entering department purchase orders.
- Answers phone calls from customers, the general public and City staff regarding department functions and responds accordingly.
- Composes and types correspondence not requiring the individual attention of the supervisor.

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- Establishes and maintains effective working relationships with internal customers, external entities, coworkers, management, and the public in a courteous and professional manner.
- Conforms with and abides by all regulations, policies, work procedures, and instructions.

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of customer service and accounts maintenance processes, practices, and procedures.
- Considerable knowledge of data processing standards with respect to data entry, data analysis, and data integrity.
- Considerable knowledge of current office technologies, standard office practices, personal computers, and related peripheral equipment.
- Considerable knowledge of current software technologies applicable to the work, e.g., database applications, spreadsheet software, word processors.
- A strong customer service orientation in work and communication with coworkers, management, external customers, and the general public.

MINIMUM ACCEPTABLE EDUCATION, TRAINING & EXPERIENCE

High school diploma or GED Certificate, with 2 years experience in a customer service environment that includes high volume customer service and data processing, with general familiarity and experience in operating personal computers and related peripheral equipment; specific experience in database and spreadsheet applications; or an equivalent combination of education, training, and experience.

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PHYSICAL REQUIREMENTS

The City of Oakland Park is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Oakland Park will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- The ability to stand, sit, walk, talk and hear.
- Must be able to operate objects, tools or controls and reach with arms and hands.
- Walk up or down stairwells, ladders or steps.
- The employee must frequently lift and/or move up to 20 pounds.
- Vision ability includes; close, peripheral vision and depth perception.
- Oral communications ability.

I _____ have read and acknowledge receipt of the job classification.

Employee signature

Date