



## **JOB DESCRIPTION**

Salary Grade: 3 CUPE 1328
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Job Title:  
Data Entry Operator/A.V.

### **PRIMARY FUNCTION**

The primary function of this job is to process media (films, videos and kits) bookings. The job also requires processing computer equipment for repair, entering Student Data transactions into database or assisting with mail activities, as assigned.

### **MAIN RESPONSIBILITIES**

1. Processes requests for media (films, videos, kits) from Board staff by:
  - receiving telephone calls from schools requesting media for specific dates
  - entering information into personal computer (e.g. film number, location number of school, teacher initials, date wanted) and approving if media is available for that date, suggesting other dates if unavailable
  - entering data into terminal and retrieving film from library for staff who are personally picking up the film
  - obtaining pricing and ordering parts for Audio/Visual and computer equipment from approximately twenty companies, as directed
  - compiling monthly repair and media statistics.
2. Updates the Student Data System by ensuring accurate entry of student information or related transactions by:
  - checking office index cards for incorrect codes and for missing or incomplete information
  - utilizing the On-line system to enter office index card transactions (student information, parent/guardian information, emergency information, admit/demit information, etc.)
  - activating inactive students that have re-entered an TCDSB Elementary school

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- updating the records of retired/transferred students by entering the date of transfer, receiving school and other relevant information fields
  - updating the Student Data System with ongoing information changes, e.g. address, grade change, room assignment, telephone numbers, etc.
3. Providing administrative support to the Student Data Officer by:
- updating filing system of office index cards
  - receiving incoming mail
  - preparing outgoing mail and delivering them to the mailroom
  - answering phone calls for the Student Data section
4. Processes the repair of computer equipment that is under warranty, as assigned by:
- receiving non-functioning computer equipment (e.g. terminals, disc drives, keyboards, Power supplies etc.)
  - confirming that equipment is under warranty by taking it out of box and checking date
  - completing the appropriate repair form/s and telephoning manufacturer to obtain repair authorization number, as required
  - receiving repaired computer equipment, checking copy of repair form with copy attached to equipment
  - initializing the TCDSB repair tag and attaching to equipment, delivering equipment by cart to shipping
  - maintaining a record of all warranty repairs in separate log books for each manufacturer
  - receiving copy of TCDSB repair tag acknowledging receipt of equipment and filing with corresponding copy and forms.
5. Maintains records of new media acquisitions, overdue media loans and damaged films, as assigned, by:
- entering data into terminal confirming the acquisition of new media (film/video)
  - sending a notice of arrival to the teacher who had requested the media
  - receiving media booking forms from the video/film library advising of missing materials
  - accessing appropriate computer file to record name of last known user (e.g. teacher) of video/film and entering overdue for that teacher/school
  - sending overdue notice after one week to all overdue media users
  - receiving damaged status report from video/film library and inputting damaged status for material into database
  - re-booking a video/film for requester and sending notices to schools of changes in booking dates.

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6. Provide occasional relief (approximately one week/month) to CEC Switchboard Operators by filling in for break, lunch, absenteeism etc.
7. Maintains a filing record of all repairs (computer and audio visual equipment) by keeping repair tags and types new labels for film cans for the film library as assigned.
8. Performs other duties as assigned or required, such as answering telephone calls by responding to general enquiries, directing calls and taking messages.

**SKILL**

- Secondary School Diploma or equivalent
- 6 – 12 months related experience

**EFFORT**

- Complexity of job is in ensuring that effective records of computers under warranty and repair are kept, and that student data records and media reservations are entered/processed with a high degree of accuracy.
- Follows written procedures to perform responsibilities.
- Visual strain from terminal and hand/finger dexterity and strain from entering media reservations and student data entries into the personal computer (65 – 90%). Physical effort when lifting computer equipment (20 – 30 lbs. – less than 10%).

**RESPONSIBILITY**

- Independence of action when extending media loans/bookings.
- Errors in media bookings would/could inconvenience requester, creating delays. Errors in processing computer warranty repairs would delay process and inconvenience staff.
- Contacts with Board staff to receive media requests.
- Errors in student data record keeping could affect quality of reports at the corporate and school levels, including assessment and admission as well as medical records of students.

**WORKING CONDITIONS**

- Open concept office environment. Loading dock area exposure to fumes and temperature variation
- No control over volume of work.
- Constant telephone answering.