

**MAJOR FUNCTION**

This is responsible staff and technical work in the creation and maintenance of human resources data storage, tracking and retrieval systems. An employee in this class is responsible for receiving, reviewing, processing and transferring electronic and hard copy data through the Human Resources system. The employee also maintains the data and produces reports in the required format. Work is performed under general supervision with review to insure that it is being performed in accordance with prescribed policies, procedures and common practices. Work may also be reviewed through reports, feedback from customers and observations of results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Serves as point of receipt for human resource data in electronic or paper form. Reviews data, codes and enters data into the appropriate personal computer and/or mainframe database. Maintains all human resource databases and periodically tests them for accuracy, consistency and efficiency. Provides analysis and input for system and database modification and improvement. Develops query and report formats to meet identified needs. Extracts and reports data at predetermined intervals and in response to specific requests from HR personnel or other City departments. Interacts with other HR system components to insure a seamless interface between systems. Assists in the transformation of hard copy data to electronic formats and systems. Interacts with other City departments, external vendors, agencies and citizens as necessary in the performance of job duties and provides customer support services consistent with the organizational values. Performs related work as required.

**Other Important Duties**

Serves as a team member on various project teams as needed. May provide direction to temporary workers. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities And Skills**

Thorough knowledge of information coding, data entry and retrieval. Knowledge of the City of Tallahassee's organizational structure. Knowledge of modern office practices related to fiscal processing, recordkeeping, personnel transactions, and reporting. Ability to conduct basic data analysis and form logical conclusions. Ability to effectively present facts and recommendations orally and in writing. Ability to carry out moderately complex oral and written instructions. Ability to read and interpret technical information such as guidelines or ordinances. Ability to establish and maintain effective working relationships as necessitated by the work. Skill in operating microcomputers and related software programs and applications such as ACCESS, EXCEL, WORD, etc. that are necessary for successful job performance. Must possess skills necessary for good customer service.

**Minimum Training And Experience**

Possession of an associate's degree and two years of work experience that includes personnel or data processing responsibilities, or customer service in an office environment; or an equivalent combination of training and experience.

Established: 08-13-98

Revised: 04-30-99

04-14-04\*

03-28-09

08-06-10\*