PALOMAR COLLEGE

Classification Title: Data Support Specialist

Department:	Instruction Office	**EEO6 Code:**	4
Employee Group:	Classified	**Salary Grade:**	23
Supervision Received From:	Manager, Instruction Office	**Date of Origin:**	3/2022
Supervision Given:	None	**Last Revision:**	3/2022

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Performs a variety of routine to moderately difficult and responsible duties to compile, prepare, document, record and validate data for the Instruction Office; inputs data into a computer; organizes and maintains electronic files; accepts physical documents and maintains physical files; maintains the office supply inventory; independently prepares a variety of reports; performs quality assurance tasks associated with department activities; transcribes minutes, and provides clerical and technical support relevant to assigned areas of responsibility.

DISTINGUISHING CHARACTERISTICS.

The Data Support Specialist is a single incumbent, journey-level classification responsible primarily for performing data input and validation functions for the Instruction Office.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Enters, updates, and maintains a variety of data and data inventories across multiple computer systems including, but not limited, to class scheduling, curriculum management, catalog management, program mapping, and class scheduling analysis.

2. Provides data quality support on a variety of data types across multiple systems; runs queries and utilizes worksheets to prepare and analyze data comparisons; identifies and either resolves data quality problems or communicates a need for action; recommends improvements to data collection and storage.

3. Generates routine and specialized reports as requested or required.

4. Participates in developing training and reference materials for use by academic departments related to class schedule development software and data entry; participates in delivering individual and group training.

5. Provides general office support to the Instruction Office including, but not limited to, transcribing minutes, maintaining office supply levels, processing mail, organizing folders and files, providing first level customer support, and providing occasional clerical support upon request or when required.

6. Maintains the Instruction Office website.

7. Evaluates data across multiple databases for incompatibilities and inconsistencies requiring an understanding of complex and detailed coding requirements.

8. Researches, compiles, and prepares transactional reports; obtains necessary information and data; discusses findings with department administration and others.

9. Performs, with a significant degree of independence, difficult and technical work in support of department functions and processes.

Marginal Functions:

1. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Two years of increasingly responsible administrative support experience involving the collection, input, validation, and use of data.

Education/Training: Equivalent to completion of the twelfth grade with some college-level coursework from an accredited college or university in business administration or a related field.

Preferred Qualifications:

1. Experience with data entry and data comparison.
2. Administrative support experience in a business, fiscal, or information systems environment.

Knowledge of:

1. Modern office practices and procedures including the regular use of business software applications.
2. Techniques for transcribing meeting minutes.

3. Office support and administration practices and procedures, including filing and recordkeeping systems.
4. Principles and practices of sound business communication; correct English usage, grammar, spelling and punctuation.
5. Rules, policies, procedures and operating practices applicable to class scheduling, calculating faculty loads and contracts, facilities scheduling and related functions.
6. Advanced uses of standard business applications including word processing, spreadsheet and database software and other specialized software applications.
7. Basic research methods and data analysis techniques.
8. Basic report writing techniques.
9. Federal, state and local regulations including terminology and processes applicable to areas of assigned responsibility.
10. Concepts, practices and techniques of customer service.
11. Methods and techniques for the viewing, reporting, and maintenance of assigned data tables.
12. Complex spreadsheet use and data analysis techniques.
13. General office support including mail processing, phone answering, document organization and filing.

Skill in:

1. Organizing, setting priorities and taking initiative in areas of responsibility with the need for only limited supervision.
2. Interpreting, explaining and applying administrative policies, procedures and practices, relative to assigned areas of responsibility, ensuring consistency and a high degree of accuracy.
3. Evaluating alternatives and reaching sound decisions within areas of assigned responsibility.
4. Performing research and compiling a variety of complex administrative and statistical reports.

5. Operating a computer, enterprise software, word processing and spreadsheet software and other standard business equipment.

6. Preparing clear, concise and accurate correspondence, reports, documents, data entries and other written materials with limited direction.

7. Communicating clearly and effectively orally and in writing.

8. Organizing and maintaining other records and files.

9. Establishing and maintaining effective working relationships with those encountered in the course of work.

10. Processing a large amount of data efficiently and with a high degree of accuracy.

11. Reading, understanding, and following policies, procedures, and regulations.

12. Reviewing and proofreading highly detailed publications and spreadsheets and identifying errors, conflicts, omissions and other discrepancies with a high degree of accuracy.

13. Interpreting, applying, explaining and reaching sound decisions in accordance with policies and procedures relative to assigned areas of responsibility.

14. Communicating clearly and effectively, both orally and in writing.

15. Preparing clear, concise and accurate reports, documents, data entries and other written materials.

16. Operating a computer and other standard office equipment and using spreadsheet, word processing and enterprise software.

17. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

WORKING CONDITIONS.

Environmental Conditions: The employee works under typical office conditions, and the noise level is usually quiet to moderate.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit, stand and walk for prolonged periods and to use hands to repetitively finger, handle and feel computers and standard business equipment.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.