City of Phoenix
REMOTE COMPUTER TERMINAL OPERATOR

JOB CODE 00470

Effective Date: 12/92

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to operate a remote computer terminal in various departments throughout the City. Duties involve inputting, retrieving, and making necessary changes to data used in inventory control and a variety of accounting and statistical reports. Work also includes keeping an efficient and accurate file system of records, documents, and reports. The Remote Computer Terminal Operator classification is distinguished from other clerical job classes whose duties include operation of remote computer terminal equipment by the full-time nature of the position in the operation of remote computer terminals and other directly related peripheral equipment, and by the use of some independent judgment in assimilating and determining the accuracy of information on documents they receive. Work is performed under the direction of a supervisor who plans, lays out, assigns, and reviews work. After initial training, the employee is expected to exercise some independent judgment in maintaining the routine flow of work.

ESSENTIAL FUNCTIONS:

- Enters alphabetical and numerical information into a remote computer terminal or microcomputer by operating a keyboard accurately and at an acceptable rate of speed;
- Retrieves and makes necessary changes to stored information;
- Verifies information on source documents for completeness and accuracy;
- Classifies a variety of information using established categories, codes, and information on documents;
- Receives and examines source documents such as City forms, daily job reports, and computer printouts;
- Assimilates, combines, summarizes, identifies discrepancies, and determines the accuracy of information on source documents before entering into computer;
- Prepares information from source documents for entry into computer by converting data into compatible format, such as converting written information into numerical codes;
- Keeps an accurate and efficient electronic or manual file system by filing, updating, purging, and storing necessary records, documents, or reports alphabetically and/or numerically;
- Reconciles run after each batch to ensure balance by checking for accuracy and discrepancies and making necessary corrections;

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- Performs basic accounting and statistical work, such as retrieving stored computer information to compile data used for such things as work production reports and equipment and material status reports;
- Responds to requests for information by providing the information or referring individuals to appropriate areas;
- Uses computer console to free up locked terminals, restore documents, and run labels;
- Runs custom reports as needed;
- Gathers and compiles information from a variety of sources in order to prepare information for agency use, or prepare transaction documentation;
- Updates and schedules daily jobs on computer system.
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Standard office practices and procedures.
- Effective customer service skills.

Skill in:

- Operate standard office equipment such as word processors, typewriters, copy and facsimile machines.

Ability to:

- Exercise some independent judgment in maintaining the routine flow of work.
- Communicate orally with customers and the public in face-to-face one-on-one settings or using a telephone.
- Comprehend or make inferences from material written in the English language.
- Move light objects (less than 20 pounds) short distances (20 feet or less).
- Learn correct procedures to operate simple computer programs and departmental functions, procedures, and terminology.
- Adjust workload to complete assignments with changing priorities.
- Make basic arithmetical calculations (e.g., addition, subtraction, multiplication, and division).
- Learn job-related material primarily through oral instructions spoken in the English language and observation. This learning takes place mainly in an on-the-job training setting.
- Remain sitting for extended periods of time.

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- Memorize and work from complex coding and tabulating procedures.
- Watch and read from a computer screen for extended periods of time.
- Read and comply with simple English written instructions.
- Work cooperatively with other City employees and the public.
- Work under pressure (i.e., handling significant problems and tasks which come up simultaneously, approaching deadlines, etc.)
- Make visual comparisons of alphabetical and numerical data quickly (i.e., proofreading or identifying errors).
- Work shifts.
- Work safely without presenting a direct threat to self or others.
- Operate computer printer, microfiche viewer-printer, local area network communications equipment, and microcomputer using spreadsheet, data base, and word processing software.
- Convert and codify data into proper format.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

One year of clerical experience involving the operation of computer data entry and retrieval equipment. Other combinations of experience and education that meet the minimum requirements may be substituted.