



Rural Alaska Community Action Program, Inc.
JOB DESCRIPTION

Job Title: Program Technician III - Data **Class:** Non-Exempt
Department: Child Development **Range:** 11
Division: Child Development **Supervisor:** Services Supervisor - Data

JOB SUMMARY: Responsible for the operation and oversight of the Child Development Division data management programs, and for accurate and timely entry of assigned program services data. Produces required reports as scheduled, and ad hoc special reports upon request.

This job description in no way implies that these are the only duties to be performed by the employee. Employees may be required to perform any other duties within this or a lower level job upon request of the immediate department or division supervisor. To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions (please refer to the Human Resources Department for any reasonable accommodations.)

ESSENTIAL FUNCTIONS, DUTIES AND RESPONSIBILITIES:

1. Responsible for accurate and timely entry of assigned program services data.
2. Establishes and maintains all child files and program binders both current and archived for assigned sites.
3. Must become familiar with and understand assigned program standards and guidelines, federal, state, and municipal regulations, grant requirements, and all applicable policies and procedures to ensure that essential data is collected, and securely maintained in accordance with applicable confidentiality requirements.
4. Reviews all attendance reports, and collaborates with service coordinators and program technicians to ensure data entry is accurate for reporting purposes.
5. Oversees creation and maintenance of child files and community binders. Performs periodic audits to ensure records are complete and current.
6. Produces all required regular monthly, quarterly, and annual reports; and assists others with ad hoc special reports upon request.
7. Provides training and technical support to other staff on the use of databases and producing reports.
8. Updates and maintains annual program and staff calendars and other documents as determined by the supervisor.
9. Updates and maintains the Division program statistics matrix as assigned.

10. Participates in regular staff and supervisory meetings, and all required training.

OTHER RESPONSIBILITIES:

1. Serves as back-up for HS Database Specialist and program services data entry.
2. Takes part in and/or assists with special projects as assigned by supervisor.
3. Develops and maintains necessary Division and program forms and spreadsheets.
4. Performs other duties as assigned.

WORK ACTIVITIES:

1. Performs day-to-day administrative tasks such as maintaining files and processing information and paperwork.
2. Uses computers and computer systems (including hardware and software) to enter data and capture data to produce reports.
3. Provides information to supervisors, co-workers, and others by telephone, in written form, e-mail, or in person.

COMPETENCIES, SKILLS, AND ABILITIES:

1. Gives full attention to what other people are saying, taking time to understand the points being made and asking questions as appropriate.
2. Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
3. Communicates effectively orally and in writing as appropriate for the needs of a diverse audience.
4. Ability to troubleshoot basic computer application problems and to assist and give basic computer instructions to non-technical users.
5. Ability to train, assist and oversee daily tasks of lower range staff.
6. Ability to read, comprehend, and follow established policies and procedures.
7. Ability to manage work time well, prioritize and meet deadlines.
8. Ability to establish good rapport with people of diverse cultures and belief systems.
9. Demonstrated ability to work effectively in a team environment.
10. Must demonstrate sound judgment, professional boundaries, ethics, and ability to maintain confidentiality.

WORK ENVIRONMENT/JOB CONDITIONS:

1. Agency is a mandated tobacco, drug and alcohol free workplace.
2. General office environment; shared office space.
3. Ability to endure and balance work fluctuations, deadlines, and interruptions.
4. Develops and maintains constructive and cooperative working relationships with others.
5. Uses computers and computer program effectively to enter data, create spreadsheets and process information, and to develop documents, and program and training materials.

6. Develops specific goals and plans to prioritize, organize, and accomplish work.
7. Communicates with others outside the organization, representing the organization to customers, the public, and other external sources in person, in writing, or by telephone or e-mail in keeping with current policies & procedures.
8. Must have the ability to operate the following equipment: desktop computer, telephone, copier, PC printer, and fax machine.

PHYSICAL DEMANDS:

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.

1. While performing the duties of this job, the employee is regularly to grasp, type, see, talk, hear, and lift and carry 25 pounds of weight by utilizing proper lifting techniques and working in a safe manner. This position will also be performing physical activities such as climbing, lifting, balancing, walking, stooping, bending, and handling materials.
2. Regularly performs sedentary activities that require sitting for long periods and repetitive use of hands, wrists and arms for handling, positioning, moving materials, and manipulating things.
3. Must be in good general health and free from serious physical, mental health and/or substance abuse problems.

POSITION TYPE/EXPECTED HOURS OF WORK:

This is a full-time position. Days and hours of work are Monday through Friday, 8 a.m. to 5 p.m. or hours vary with location. Occasional evening and weekend work may be required as job duties demand.

TRAVEL:

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

EMPLOYMENT REQUIREMENTS AND REQUIRED EDUCATION:

1. Must be at least 18 years of age.
2. AA in Computer Science or related field, OR 2 year's related work experience in data entry and spreadsheet use and development.
3. Must pass state and federal background checks, including fingerprints.
4. Responsible work ethic with reliable attendance.
5. Must pursue an ongoing professional development plan including formal training certification or college degree as recommended by the program.
6. Must attend 15 hours of professional development training annually.
7. Proven ability and willingness to be self-directed in problem solving and decision-making and perform basic assignment with little or no direct supervision while also working effectively as a team member.
8. Demonstrated effective oral and interpersonal communication skills including an ability to communicate in cross-cultural situations.

9. Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
10. Knowledge of principles and processes for providing customer and personal services.
11. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
12. Demonstrated intermediate level of computer skills necessary in order to use and create documents and reports, spreadsheets, workshop materials and slide presentations, and to enter data into intricate database programs and proficient use of Microsoft Word, Excel, PowerPoint, Publisher, and Outlook.
13. Must keep all matters concerning participants in strictest confidence as required by HIPAA privacy and the 42 CFR, Part II confidentiality regulations.
14. Must provide a TB screening and basic physical exam within thirty (30) days of hire with follow-up every three (3) years at employee's expense.
15. Must complete and maintain CPR and First Aid Training certification at employer's expense.
16. Must be able to provide own transportation to meet work schedule requirements.

PREFERRED EDUCATION AND EXPERIENCE:

1. AA in Computer Science and 2 year database administration experience including data imports, exports and developing reports.
2. Experience using SQL Server with ability to write simple queries.
3. Experience with Child Plus software.
4. Knowledge or experience in Head Start program.

EQUAL OPPORTUNITY STATEMENT (EEO)

RurAL CAP is an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to race, color, sex, sexual orientation, gender identity, national origin, religion, disability, protected veteran status or any other legal protected status. EOE: M/F/D/V/SO.

Please note: This job description is not designed to cover or contain comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation.

Special Comments:

This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodations. This is not intended to be a contract. Your signature below constitutes your understanding of the requirements, essential functions and duties of the position. RurAL CAP is an "at-will employer."

Employee Printed Name: _____

Date: _____

Employee Signature: _____

Created By:
Human Resources

Approved By:
Department Manager: _____

Division Director: _____

Human Resources Director: _____

Chief Executive Officer: _____

FOR HR AND PAYROLL ONLY

<u>Work Comp</u>	<u>DOL Class</u>	<u>ESC Code</u>	<u>EEO Class</u>	<u>Area</u>
8810	Non-Exempt	436014	ASW	62