# JOB DESCRIPTION

## Residential Data Specialist

Reporting Relationship: Position reports to the Female Facility Director

Work Schedule: Varying work hours, including weekends may be required

FLSA Status: Non-Exempt

1. **SUMMARY OF POSITION**

The Residential Data Specialist is a multifaceted position responsible for administrative, technological, clerical, and some security functions within the facility. Daily responsibilities will include duties such as daily mail and deliveries, answering phones, maintaining inventory, supply ordering, computer/network troubleshooting, report writing, data entry, recording resident deposits, and operational procedures as assigned. The Residential Data Specialist will be the onsite technology specialist and will administer and maintain the network PCs, printers, CCTV security camera system, and all associated software. The Residential Data Specialist will also assist in training computer users; will manage facility inventories and reorder supplies; maintain statistical data and prepare reports; monitor Central Control functions and interact with facility visitors.

The Residential Data Specialist will perform these daily duties and responsibilities under the guidance of the Deputy of Operations, Clinical Director, Female Facility Director and Business Director.

1. **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES***-Essential duties and responsibilities* ***may*** *include, but are not limited to, the following:*

* Maintain database input and MS Office forms.
* Answer help desk calls for staff (i.e. printer cartridge refills, hardware/software irregularities).
* Assist in training all personnel to use computer systems.
* Install hardware, software, or CAT5 for network.
* Maintain CCTV video system and pull video as requested.
* Responsible for maintaining and entering various data (CCIS, Inventory, Statistics, etc.) in order to assess, report, prepare spreadsheets, create graphs and/or project facility needs.
* Assist the Business Director in the planning of upgrading requirements for the facility computer systems.
* Process all incoming and outgoing facility and residential mail.
* Pass out OTC medication to residents and log usage.
* Interact with all facility visitors.
* Inform maintenance if vehicles need service. Gas vehicles as needed.
* Monitor Central Control, answer phones, fax, and doors as needed.
* Maintain facility inventories and reorder all facility supplies.
* Collect resident moneys and send to Warren on transport.
* Maintain Resident Phone Account - approved phone numbers and place funds on their account.
* Contact outside vendors as needed.
* Accept deliveries and update inventory.
* Set up computers for scheduled video conferences.
* Collect weekly timesheets.
* Process new employees into computer system and develop initial personnel file.
* Input data into State computer databases.
* Understands and adheres to policy and procedural requirements of NEOCAP.
* Maintains strict confidentiality with respect to all information obtained and processed in the operation of the NEOCAP program.
* Participates in scheduled staff meetings and other meetings as required.
* Participates in seminars and continuing education programs when appropriate and feasible.
* Subject to being called to work at any time due to emergency situations and/or coverage needs.
* Show up for scheduled shifts on a regular and consistent basis.
* Stay alert and focused during entire shift.

1. **JOB QUALIFICATIONS**

To perform this job successfully, an individual must possess a valid driver’s license and be able to perform each essential function at expected level of competency. The requirements listed below are representative of the knowledge, skills and/or ability required:

**Education and Work Experience**

Post high school education with formal technical training or equivalent experience. Must have firm understanding of spreadsheet development, personal computers, and computer networking environment. Must be self-starter with the ability to read and learn from computer manuals.

**Language Skills**

Ability to read, analyze and interpret materials, correspondence, government regulations, policies and procedures, manuals and handbooks. Knowledge of English grammar, composition, spelling and punctuation. Ability to write reports, communicate via a computer and to effectively present information and observations verbally and through the computer.

**Mathematical Skills**

Ability to add, subtract, multiply and divide.

**Computers and Equipment**

Windows Operating Systems, various software applications, internet applications, and various hardware configurations. Experience administering PCs and printers. Must be able to use Microsoft Office (Word, Excel, PowerPoint). Have an understanding of the basic concepts of computer setup and networking. Experience with Lotus Notes design and administration a plus, but not required.

**Reasoning Skills**

Ability to solve practical problems and deal with a variety of variables in situations where limited supervision or standardization exits. Ability to critically think. Ability to interpret a variety of instructions furnished in written, oral, diagram or scheduled form. Ability to identify or detect client manipulation and other criminogenic conduct that is characteristic of the population served.

**Interpersonal Skills**

Ability to communicate effectively by actively listening, asking appropriate questions and providing feedback to ensure effective delivery of information. Also have the ability to build rapport with the clients.

**Physical Demands**

While performing the duties of this job, the Residential Data Specialist is regularly required to stand, use hands and fingers, reach with hands and arms, talk and hear. The Residential Data Specialist is regularly required to sit and work on a computer for extended periods of time. The Residential Data Specialist must frequently lift and/or move up to 30 pounds. The Residential Data Specialist must move throughout the facility’s interior and exterior. The Residential Data Specialist must be able to kneel and squat for extended periods of time. Vision requirements for this job include close vision, depth perception and ability to adjust focus.

**Work Environment**

The milieu of NEOCAP is a very structured and organized work environment. The Residential Data Specialist must have the ability to work under stressful and demanding conditions. Staff must adhere to all established rules and regulations, and conduct assigned duties in accordance with policy and procedures.

*This job description is intended to present an illustrative description of the range of duties, the scope of responsibility and the required level of knowledge, skills and abilities necessary to describe the essential functions of the job. Specifications are* ***not*** *to reflect all duties performed by IT Specialists.*

Revised: September 21, 2017