

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: DATA PROCESSING SUPERVISOR

PURPOSE OF CLASSIFICATION

The purpose of this classification is to supervise a remote unit of data processing analysts in computer operations. Duties and responsibilities include identifying and documenting computer operation errors, analyzing errors and determining factors causing errors, coordinating maintenance of computer hardware/software to ensure ongoing operations, conferring with technical support personnel regarding errors/malfunctions, and performing other duties as assigned. Reports to Administrative Support.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processes employee concerns and problems, directs work, counsels, and disciplines.

Coordinates, organizes, and assigns daily work activities at remote data entry site; monitors status of work in progress; assists with complex/problem situations, and provides technical expertise.

Determines and assigns priorities in work to be entered into computer, based on timeframe required and needs of user divisions; coordinates development of work schedules to facilitate rapid and efficient processing of data; monitors and controls work flow to ensure deadlines are met.

Confers with computer operations and information systems analytic staff in planning, scheduling, and preparing data for computer processing; coordinates resolution of problems involving program structure which effects the efficient and accurate keying of data; reviews job size/layout to facilitate preparation of formats for keying data into computer system.

Identifies, documents, and analyzes computer operational errors; determines factors causing errors, such as equipment/hardware malfunctions, operator errors, or programming errors; confers with computer equipment vendors to correct hardware malfunctions as needed.

Utilizes necessary edits, logs, batch totals, and computer printouts to assess accuracy and completeness of processed data; prepares and maintains a variety of records and reports.

Ensures integrity of data generated by data processing division.

Assists Division of Property Assessment in implementing programs/software for the purpose of updating and maintaining the Local Assessor's file and CAAS III updates.

Operates data entry terminals to enter, retrieve, review or modify alpha-numeric data pertaining to property assessment, appraisals, mapping, and general clerical data; applies appropriate codes and abbreviations for real and commercial property; verifies keyed data to detect/correct errors and inconsistencies.

Rutherford County, Tennessee • Data Processing Supervisor

Locates and identifies real property, referring to various maps, property indexes, directories, and other documents.

Reviews various records/documentation in association with determining appraised value; verifies sales data; maintains equalization of comparative properties; verifies ownership for proper classification of property before entering data into computer system.

Performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Supervises and assists with gathering of various hard-copy records, such as warrant deeds, studies, reappraisals, ownership transfers, appraisal cards, and permits; organizes documentation for entry of data into computer.

Supervises generation of computerized reports and printouts.

Receives various forms, reports, correspondence, property transfer records, appraisal cards, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Communicates with supervisor, employees, other departments, vendors, technical support providers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

Attends various meetings and serves on committees as needed.

Maintains a comprehensive, current knowledge of applicable laws/regulations; maintains an awareness of new trends and advances in the profession; reads professional literature; attends workshops and training sessions as appropriate.

ADDITIONAL FUNCTIONS

Performs quality control of new subdivisions and lots being added to the tax roll, to assure that property owners are not being double-assessed.

Performs general clerical tasks, which may include answering telephone calls, typing documents, copying documentation, sending/receiving faxes, sorting and distributing mail, or filing documents/records.

Performs customer service functions; provides information and assistance to the public, staff members, Board of Equalization, or others as requested.

Assists with processing greenbelt program applications; assists taxpayers with qualification information; forwards documentation as appropriate.

Assists appraisers in computing property values comparable with surrounding properties.

Assists County Board in computing value changes during Equalization Board hearings.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by vocational/technical training in computer operations, computer programming, microcomputers, networking systems, and use of Windows applications; supplemented by two (2) years previous experience and/or training that includes computer operations, computer programming, microcomputers, networking systems, use of Windows applications, data processing project coordination, and supervision; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE/ PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds). Tasks involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Estimated Total Hours: 1.5 Maximum Continuous Time: 15 minutes

2. SITTING

Estimated Total Hours: 6.5 Maximum Continuous Time: 45 minutes

3. LIFTING/CARRYING

Objects: More frequent in the first quarter of the year

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs		X			
11-25 lbs				X	
26-50 lbs				X	
51-75 lbs				X	
76-100 lbs					X
>100 lbs					X

4. PUSHING/PULLING

Objects: on occasion

5. CLIMBING

Tasks: retrieving items from top shelf in storage room

Device: Ladder

Height: 9 feet from ground

Frequency: Occasionally

6. BENDING/SQUATTING/KNEELING

Tasks: getting files

Frequency: daily

7. REACHING

Hands Used: RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Down	Daily		<5lbs
21-36"	Down	Daily		<5lbs

8. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise		X
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	<u>95</u> % of time
Outside	<u>5</u> % of time

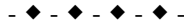
9. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting	X	
Sweeping/Mopping		X
General Cleaning		X
Handling Trash		X

10. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		
Grasp	X		
Fine Motor i.e: writing, twisting hands or wrist, etc	X		

Rutherford County, Tennessee • Data Processing Supervisor



Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date