JOB DESCRIPTION AND SPECIFICATION

JOB TITLE	**Records/Data Entry Officer**
JOB GRADE	Level 3
POST NUMBER	
DIVISION	Policy, Planning & Evaluation
REPORTS TO	Manager, Residential Licensing and Operations Monitoring
DIRECT REPORTS	None
SALARY	$1,511,428 – $2,032,702 scale per the 2026/2028 revision of salaries

This document serves as a management tool and will be used specifically for the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee Date

Manager/Supervisor Date

Head of Department/Division Date

Date Received in Human Resource Division Date

STRATEGIC OBJECTIVE OF THE DIVISION

To contribute to the well-being of Jamaica's children by providing strategic planning, policy articulation, innovative research, monitoring and evaluation services, while ensuring compliance with the regulatory framework.

JOB PURPOSE

Under the general direction of the Manager, Residential Licensing and Operations Monitoring, the Records/Data Entry Officer is responsible for receiving, preparing and entering data in pre-defined formats, and for performing data verification and edits to ensure that standards of accuracy are realised in keeping with the goals and objectives of the Child Protection and Family Services Agency (CPFSA). The incumbent maintains the records of document flow between departments and ensures that all source documents are accounted for throughout the data capture process.

KEY OUTPUTS

- Data entered and available in usable formats
- Data verified and errors identified and corrected
- Weekly, monthly and quarterly production reports prepared and submitted
- Records of document flow between departments maintained and kept up to date
- Source documents recorded, filed or returned to the sender on completion of use
- Records of data entry and control activities and of performance maintained
- User enquiries and requests addressed within established guidelines

JOB RESPONSIBILITIES

Technical

- Enter and verify data using pre-defined formats.
- Collate source data and prepare it for entry using pre-defined formats.
- Prepare and sort source documents, and identify and interpret the data to be entered.
- Compile, sort and verify the accuracy of data to be entered, and make corrections as necessary.
- Prioritise and batch material for data entry in keeping with established goals and guidelines.
- Track and verify the quality of data entered from all other sources to ensure that established standards are maintained.
- Review error reports and enter corrections into the computer system.
- Ensure that documents are entered in accordance with the stipulated standards, so that errors are detected and corrected before the updating phase.
- Make periodic contact with the originators of source documents to resolve questions, inconsistencies or missing data.
- Keep track of data and source documents received at all times, and file or route source documents after entry.
- Maintain records of work completed and appropriate records of all data entry and control activities and performance.
- Prepare reports on performance against targets on a weekly and monthly basis.
- Ensure that all user enquiries and requests are adequately dealt with.
- Interpret data entry and control instructions to enhance performance and develop standards, in aid of ensuring the integrity, accuracy and authenticity of the records captured.
- Ensure that all standards are familiar and understood, by studying all manuals and related documentation.
- Ensure that all turnaround times and departmental standards are maintained at all times.
- Participate in the training of personnel in data gathering and entry processes from time to time.
- Participate in data and system recovery exercises from time to time.
- Exercise general care of the computer and other equipment used in the course of duty so as to avoid unnecessary breakdowns, and report any malfunction to the System Administrator.
- Bring problems and difficulties to the attention of the Manager, Residential Licensing and Operations Monitoring without delay.
- Documents are accurate and produced to specification within agreed timeframes.
- Filing and recording management systems are maintained in accordance with established standards and procedures.
- Schedules of appointments are created and maintained accurately
- Harmonious relationships are developed and maintained with key stakeholders and internal and external clients to enhance the corporate experience of stakeholders and clients.

Other Responsibilities

- Maintain confidentiality and trusting relationships in accordance with the mandate of the Agency.

- Perform any other related duties as may be assigned from time to time by the Manager, Residential Licensing and Operations Monitoring.

PERFORMANCE STANDARDS

- Performance targets are consistently achieved.
- Data entered is accurate and verified within established turnaround times.
- Records of document flow between departments are maintained and kept up to date.
- All source documents submitted are recorded, filed or returned to the sender on completion of use.
- Output leaving the Department is dispatched in keeping with the specified quality check standards.
- Source documents received can be accounted for.
- Reports are submitted on time.
- All user enquiries and requests are adequately addressed within established guidelines.
- The Manager, Residential Licensing and Operations Monitoring is alerted promptly to all problems and difficulties encountered.
- Confidentiality, integrity and professionalism are maintained in the execution of duties and in personal conduct.
- Mutual respect is displayed in the working environment at all times.

JOB DIMENSIONS (AUTHORITY, SCOPE AND IMPACT OF JOB)

- Access confidential information in the execution of duties.
- Make contact with the originators of source documents to resolve queries and concerns.
- Liaise with Information and Communication Technology officers in addressing delays or problems with the computer tools used.
- Identify errors in data captured and effect corrections in accordance with established standards.

QUALIFICATION AND EXPERIENCE

- Diploma or Certificate in Data Entry and Control Operations, or Diploma or Certificate in Business Administration.
- Four (4) CSEC subjects at General Proficiency, Grades One (1) and Two (2), or GCE O'Level passes at Grades A to C, including English Language and Mathematics.
- A minimum of two (2) years' experience in data entry and/or data control in a production environment.
- Typing speed of sixty (60) words per minute.

Or any equivalent combination of education and experience.

REQUIRED COMPETENCIES

Behavioural	Level	Technical	Level
Oral Communication	4	Data capture techniques	4
Written Communication	4	Data control techniques	4
Interpersonal Skills	4	Use of Information and Communication Technology (ICT)	4
Teamwork and Cooperation	4	Keyboarding and typing proficiency	4
Planning and Organising	4	Knowledge of the Agency's records management and filing systems	4
Attention to Detail	4	Knowledge of Government of Jamaica records management policies and procedures	4

Behavioural	Level	Technical	Level
Integrity and Confidentiality	5	Knowledge of the Child Care and Protection Act and other relevant child welfare legislation	3
Initiative	4	Numerical accuracy and reasoning ability	4
Time Management	4	Report writing	4
Adaptability	4	Problem identification and resolution	4

WORK RELATIONSHIPS

Internal	External
Manager, Residential Licensing and Operations Monitoring Director, Policy, Planning & Evaluation Originators of source documents across divisions and regions Information and Communication Technology Unit / System Administrator CPFSA Staff (Head Office and Regional) Facility Managers	Ministry of Education, Skills, Youth & Information Ministry of National Security Ministry of Health & Wellness Child Care Facilities (private)

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- May be required to work beyond normal working hours to meet deadlines.
- Occasional travel across regions and facilities is required, as well as attendance at meetings and workshops and interaction with stakeholders.
- The range of responsibilities necessitates an ability to switch tasks rapidly, to deal with several high-priority matters concurrently and to exercise rapid decision making in response to urgent demands.
- Required to maintain the highest standards of confidentiality in the handling of information relating to children and their families.