

New Zealand Teachers Council Position Description

Position Title	Data Entry Officer
Reports to	Manager Registration

Position Purpose	To enter data and receipt registration applications, and provide general administrative support to registration team.
Key Relationships	Internal: All Staff of the Council External: Clients

Key Result Areas	Expected Outcomes	Measures
Data Entry	Input of relevant information required as part of the registration process in a timely and accurate manner.	Audit of registration information for accuracy and timeliness
Application Processing	<p>Applications entered accurately and referred on as appropriately.</p> <p>Reports on applications are prepared as required.</p> <p>Monies receipted on arrival.</p> <p>Daily banking of receipted monies.</p> <p>Regular (daily) posting of the Consent to Disclosure forms to NZ Police, and matching of responses.</p> <p>Change of address information loaded regularly in to the TCR database.</p> <p>Letters re receipt of applications produced as requested.</p>	<p>Evidence of satisfaction from Team Leader and Manager re quality, accuracy and timeliness of entry and referral.</p> <p>Evidence of reports to the Manager's satisfaction.</p> <p>Evidence of accurate receipting.</p> <p>Evidence of daily banking accurately completed.</p> <p>Evidence of daily posting to NZ Police.</p> <p>Database up to date from the information received on applications.</p> <p>Letters issued without error.</p>

Administration Support	<p>Applications filed daily / weekly as required.</p> <p>Photocopying carried out as required.</p> <p>Cover in Contact Centre (phones / reception) for Customer Support Officers on leave.</p> <p>Outward Mail franked and dispatched.</p> <p>Stationery requirements.</p> <p>Other duties as required.</p>	<p>Applications readily retrieved.</p> <p>Provided in a timely manner</p> <p>Cover meets Manager's satisfaction. Response to phone calls providing customer satisfaction.</p> <p>Franking completed daily before required dispatch time.</p> <p>Supplies maintained and stocks requested as required.</p> <p>To Manager's satisfaction.</p>
Major Challenges	<ul style="list-style-type: none"> • To data enter application information within 2 working days. • Monies receipted and banked daily. 	
Qualifications, Knowledge, Experience	<ul style="list-style-type: none"> • Knowledge of Microsoft Office products. • Experience of databases. • Experience in data entry work. • Experience with a range of computer packages. 	
Key Competencies and Attributes	<ul style="list-style-type: none"> ▪ Attention to detail and accuracy ▪ Knowledge of relevant Microsoft Office products and registration databases ▪ Knowledge with a range of computer packages ▪ Knowledge of registration processes ▪ Understanding and valuing of education sector ▪ Customer Focus – internal and external ▪ Team Work ▪ Demonstrated ability to give courteous service to callers/applicants ▪ Commitment to quality, continuous improvement and timeliness ▪ Organisational skills ▪ Process focussed ▪ Resource and cost awareness ▪ Committed to ongoing development ▪ Communication skills ▪ Document management skills ▪ Computer literacy ▪ Uses initiative to maximum benefit 	