

DACUM Research Chart for Data Entry Specialist

DACUM Panel

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Duties		← Tasks				
A	Set up Work Station	A-1 Participate in daily meetings	A-2 Check office supplies (e.g., paper, light bulbs)	A-3 Review contents of physical in-box	A-4 Log into PC	A-5 Check voicemail and e-mail
B	Conduct Job-Specific Research	B-1 Determine goal(s) of research	B-2 Identify sources of information (e.g., people, books, company publications)		B-3 Retrieve information from sources	B-4 Document notations of information for the study
C	Process Information	C-1 Gather information for project(s)	C-2 Verify project information	C-3 Input information into database or log		C-4 Analyze project data
D	Provide Customer Service Report	D-1 Gather inbound information (e.g., telephone, e-mail, mail)		D-2 Verify information	D-3 Transmit outbound information	D-4 Update information (e.g., sales, product, customer)
E	Provide Administrative Assistance Support	E-1 Respond to telephone inquiries	E-2 File documents (e.g., reports, client information, purchase orders)		E-3 Type general information documents (e.g., letters, memos, reports)	
F	Conduct Closing Activities	F-1 Close out daily accounts	F-2 Replenish work station supplies	F-3 Transfer telephones to voice mail	F-4 Secure machines & equipment	

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A-6 Review previous day's to-do list	A-7 Review current day's to do list	A-8 Prioritize daily activities	A-9 Follow up voicemail and e-mail			
B-5 Create a survey or surveys	B-6 Conduct the survey(s)	B-7 Analyze survey results (verbal & numeric)	B-8 Establish categories for data entry			
C-5 Conduct additional research according to results of analysis (Refer to Duty B)		C-6 Determine course of action	C-7 Carry out course of action (e.g., write report, order product)			
D-5 Relate customer service information electronically		D-6 Respond to customer inquiries & special requests		D-7 Document trouble calls		
E-4 Fax documents (send & receive)	E-5 Perform non-routine work (refreshments, clean-up, coffee)		E-6 Process supervisor's mail & e-mail	E-7 Coordinate meeting facilities	E-8 Transcribe meeting minutes	E-9 Make appointments
F-5 Secure the office/building (e.g., lock supply cabinets, turn off lights, lock doors)						

General Knowledge and Skills

Computer literacy
Basic literacy
Keyboarding skills
Oral communication skills
Written communication skills
Research skills (information gathering)
Basic math
Decision making skills
Organizational skills
Analytical skills
How to operate office equipment (fax, telephone, copy machine)
Basic accounting

Worker Behaviors

Dependable	Courteous
Positive attitude	Honest
Team player	Accountable
Attention to detail	Responsible
Accurate	Leader
Organized	Self-starter
Quick learner	Independent worker
Flexible	
Resourceful	
Problem solver	

Tools, Equipment, Supplies and Materials

Computer/network
Telephone
Headphone
Scanner
Paper shredder
Coffee machine
General office supplies
Wrist rest
Canned air
Anti-glare screen cover
Computer & software
Paper stand
Printer
Copier
Ergonomic furniture
Filing cabinet

Future Trends and Concerns

Changing technology
Update skills constantly
Decreasing need for traditional data entry due to the Internet
Health concerns
Repetition
Low pay
Equipment upgrades
Need more training at company cost
Career path undefined
Environmental issues (e.g., energy)