

Our Sunday Visitor

Date Posted: October 30, 2009

Job Title: **Data Services Specialist**

Job Summary:

The Data Services Specialist will have responsibility for a wide variety of tasks within the Data Services Value Stream. The functional areas of the Data Services Value Stream Department are; Data Entry, Computer Operations, Address Quality processes and List Processing/Management. Major duties include entering customer orders, tracking orders through our systems and processes, processing customer mailing lists for their parishioners and performing the proper quality checks. The incumbent will have direct contact with customers, working with our customers to set production schedules, communicating changes or challenges with the schedule or their mailing list.

Essential Job Functions (*=Non-essential tasks):

- Communicate and coordinate between the data services team, the plant floor staff and team leaders.
- Coordinate production schedules with customers and production.
- Practice flexible capacity for each operation through cross-training
- Increase quality through root cause analysis and mistake proofing the process
- Provide orders and information to production with 100% reliability and accuracy
- Prepare all files and reports for Production to print the customer's product
- * Other duties as required

Requirements:

Experience:

- Minimum of 3 to 5 years experience in a production, customer service or continuous improvement environment with moderate to advanced computer skills
- Knowledge of Microsoft Office 2007 Suite, Microsoft CRM and moderate computer skills is necessary to be successful

Education:

- High School Degree plus 3-5 years working experience; or
- Associates Degree in a computer or business related field
- Six Sigma or Lean training is preferred

Skills and Abilities:

- Incumbent must have excellent interpersonal communication skills including demonstrated success with oral and written communication
- Dependability, organization, problem solving and adaptability skills
- Demonstrated multi-tasking in a fast-pace environment
- Proficient computer experience including Word, Excel, Access and Power Point along with a basic knowledge of programming
- Demonstrate Lean manufacturing concepts
- This position will handle confidential data, and confidentiality must be maintained
- Time management and goal setting skills
- Ability to assess problems and give solutions
- Ability to explain complex information or procedures in a simple manner

(The above statements describe the general nature and level of work being performed in this job. They are not intended to be an exhaustive list of all duties, and indeed additional responsibilities may be assigned, as required, by management).