



Duty Statement

Request for Personnel Action (RPA) Number 2627-00674 through 2627-00723	Effective Date
Classification Title Key Data Operator - Permanent-Intermittent	Position Number 564-874-1419-990
Working Title Key Data Operator	Bureau and Section Processing Services/Information Capture and Banking

Our mission is to help taxpayers file timely and accurate tax returns and pay the correct amount to fund services important to Californians. To support this mission, FTB employees strive to develop in CalHR's Core Competencies: Collaboration, Communication, Customer Engagement, Digital Fluency, Diversity and Inclusion, Innovative Mindset, Interpersonal Skills, and Resilience. Core competencies are the knowledge, skills, and behaviors which are foundational to all state employees regardless of classification.

General Statement

Under the close supervision of the Tax Program Supervisor, the incumbent learns and performs routine key entry operations. The incumbent is responsible for keying information from various remittance and source documents using a personal computer. The Key Data Operator ensures timely and accurate processing timeframes are met, while following instructions, department policies, procedures and expectations.

Essential Functions

Percentage	Description
85%	Key and correct information from various remittance and source documents into appropriate FTB related systems to ensure accuracy of data while meeting section average and performance expectations. Read and apply detailed rules and procedures. Follow oral instructions. Perform efficiently by following the daily work plan and subsequent redirections that are needed to meet the production standards or section averages, and maintaining those expectations on a consistent basis.
10%	Perform quality review within complex queues, corrections, and cashiering duties as requested. Review documents to ensure accuracy and consistency with policies and procedures. Offer keying procedure suggestions to clarify or improve work processing. Provide technical information to assist in identifying, researching and resolving issues. As necessary, inform the supervisor of procedure and/or document problems for resolutions.

Marginal Functions

Percentage	Description
5%	May be assigned other duties and projects as required. Attend and participate in team and section meetings. Provide input and statistical data from systems to management, as needed.

Physical Requirements:

- Daily use of personal computer ranging from 6.5 to 7 hours per day
- Ability to move blocks of returns weighing between 5 - 20 lbs.
- Ability to transport carts of returns weighing between 45-135 lbs.
- Ability to bend, sit, stand and be mobile
- Ability to sit or stand at workstation for long periods of time
- Ability to complete tasks that require repetitive wrist, arm, shoulder actions

Working Conditions:

The working conditions are in a typical office environment. You may be required to work day or modified day.

Signature Authorization

If I choose to sign this form electronically, I agree that my electronic signature is a legally binding equivalent to my handwritten signature on a paper form.

Employee: I confirm that I have read and understand the described duties and functions of this position.

Name (Print)

Signature

Date

Supervisor: I certify that the above information accurately represents the described duties and functions of this position.

Name (Print)

Signature

Date