

**American Red Cross
Greater Los Angeles Chapter**

Job Description

Position Title: Response Data Processor

Department: Emergency and Disaster Response

Reports To: Manager, Logistics

FLSA: Non-Exempt

I) Position Summary

The Response Data Processor position is responsible for ensuring the data entry and report generation of information pertaining to activities and programs conducted by the Emergency and Disaster Department of the Greater Los Angeles Chapter. The primary functions of the position are to:

- A. Use existing systems and/or develop and maintain data entry and retrieval processes to effectively track financial and programmatic information for the Department, including information regarding the Chapter's Client Assistance Service (CAS), local disaster relief activities and expenditures including Client Assistant Cards (CACs), budget tracking, statistical trend and analysis reports, and Quality Assurance/Quality Improvement reports.
- B. Provide reports and analysis of data as directed or on a pre-determined schedule as is necessary for internal customers such as Department management, the Chapter's Finance Officer, and the Board of Directors. Provide reports and analysis of data as directed or a pre-determined schedule as is necessary for external customers or agency partners such as the City or County of Los Angeles, the Pacific Service Area, and National Headquarters.
- C. Coordinate with other members of the Emergency and Disaster Response Personnel Resources team (DSHR Coordinator, District Coordinators, and Office of Volunteer Personnel) to develop opportunities for improving recruitment, retention and development of volunteers.

II) Major Responsibilities

- A. Administer the Disaster Services Data Reporting Systems.
 - 1. Receive and record information regarding various budgetary expenditures and receivables.
 - 2. Receive and record information regarding the Department's Client Assistance Services (CAS).
 - 3. Receive and record information regarding the Department's Disaster Services activities.
 - 4. Produce reports and analysis as required regarding quantitative or qualitative elements of the Department's programmatic activities.
 - 5. Coordinate and assure timely delivery of information and reports to internal and external customers as necessary.
 - 6. Review and evaluate data for accuracy.
 - 7. Maintain statistics for monthly and annual reports.
 - 8. Maintain tracking system for Disbursing Orders (Dos) and Client Assistance Cards (CACs).
 - 9. Perform other related duties and tasks as assigned.

- B. Support Chapter Volunteer Management
 - 1. Work in collaboration with Disaster Services Human Resources (DSHR) Coordinator, District Coordinators, District Chairs and the Office of Volunteer Personnel Department to ensure quality volunteer recruitment and retention.
 - 2. Work in collaboration with DSHR Coordinator to provide the training necessary for targeted promotions of Chapter staff & volunteers in DSHR system.
 - 3. Support external trainings for partner agencies including but not limited to Shelter Operations, Mental Health Services, and Health Services.
 - 4. Organize training as needed for Chapter and National Initiatives.

III) Other Dimensions

- A. As a contributor to the work of an emergency relief organization, extended work hours and/or assignments to a disaster specific task will be required.
- B. Membership in the national DSHR system is required.

- C. Availability to participate on at least one national disaster relief operation assignment per year.
- D. Incumbent will be required to become a certified instructor of basic Disaster Services courses and to teach Disaster Services courses as necessary.

IV) Qualifications

- A. Education: Bachelor's degree or equivalent work experience.
- B. Experience: Minimum of two years experience in a training or customer service related position. Experience with data management and/or database systems.
- C. Other: Strong computer skills including Word, Excel, PowerPoint, and various databases desirable. Good communication, presentation, and organizational skills.

Written by: Michael Kleiner

Approved by:

Date: August 2007

Date: