

CLASSIFICATION: WORD PROCESSOR OPERATOR I

Class Code: 9903-09

Date Established: 12-07-81

Occupational Code: 1-1-2

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To apply a variety of word processing procedures by using a word processing system according to standard operating formats.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Enters information and text from letters, reports, and other dictated, typed or handwritten documents into a word processing system.
- Sets formats for individual word processing documents including tabs, margins and special functions.
- Corrects formatting of draft narratives entered into a word processing system by other staff.
- Retrieves and updates material for final copy and prints document.
- Provides routine instructions and assistance on utilizing word processing systems.
- Provides information to other state employees and the general public, answers telephone and responds to questions, and arranges appointments as requested.

DISTINGUISHING FACTORS:

Skill: Requires skill in recommending routine changes in standardized operating procedures OR in retrieving, compiling and reporting data according to established procedures OR in operating complex machines.

Knowledge: Requires understanding and using business or trades vocabulary or basic arithmetic to perform standard operating procedures.

Impact: Requires responsibility for contributing to agency objectives by ensuring the accuracy of support activities within one or more organizational units. Errors at this level affect the work of others or have measurable monetary consequences, and require verification and correction in order to complete succeeding work operations.

Supervision: Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

Working Conditions: Requires performing regular job functions under good conditions in a safe working environment.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires obtaining and exchanging information, referring inquiries to the appropriate source, or responding to questions from state employees or members of the general public.

Complexity: Requires a combination of job functions using minimal judgment to perform a variety of job tasks according to clearly prescribed standard practices and procedures.

Independent Action: Requires making a limited number of choices in selecting among alternative courses of action under supervisory guidance and in performing job functions according to a variety of prescribed policies or procedures.

MINIMUM QUALIFICATIONS:

Education: High school diploma, G.E.D., or its equivalent, including courses in office procedures, word processing, or typing. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years' experience in word processing.

License/Certification: None required.

RECOMMENDED WORK TRAITS: Knowledge of English grammar, spelling and punctuation. Knowledge of office practices and procedures. Knowledge of commercial arithmetic. Knowledge of the methods and techniques of word processing applications. Ability to type rapidly and accurately. Ability to explain word processing operating methods and techniques. Ability to recognize and correct spelling, grammatical, and arithmetical errors. Ability to follow directions. Ability to establish and maintain effective working relationships with others. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.