

CLASSIFICATION: WORD PROCESSOR OPERATOR II

Class Code: 9904-12

Date Established: 12-07-81

Occupational Code: 1-1-2

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To enter, retrieve, compile and report word processing data for office support systems and/or to supervise a word processing work unit.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Explains capabilities of word processing system to originators of material and suggests methods to facilitate procedures.
- Trains personnel in computer and word processing functions.
- Supervises subordinate word processor operations or secretarial/clerical staff.
- Monitors word processing workflow to establish and maintain priority schedules.
- Enters written and dictated information and text into a word processing system, with responsibility for storing, retrieving and printing final copy.
- Performs related clerical work for staff employees, exercising independent judgment in making decisions with responsibility for developing word processing work methods.

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 direct supervision of other employees doing related or similar work, including scheduling work, recommending leave, reviewing work for accuracy, performance appraisal, or interviewing applicants for position vacancies.

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 explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

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Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

Independent Action: Requires a range of choice in applying a number of technical or administrative policies under general direction and in making routine decisions or in recommending modifications in work procedures for approval by supervisor.

MINIMUM QUALIFICATIONS:

Education: Graduation from high school, 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: Three years' experience in word processing.

License/Certification: None required.

RECOMMENDED WORK TRAITS: Knowledge of office practices, commercial arithmetic and business English. Knowledge of word processing machine operations, capabilities and codes. Ability to train and supervise other Word Processing Operators. Ability to learn and explain procedures. Ability to apply machine functions and procedures to produce desired results. Ability to edit for grammar, spelling and numerical accuracy. Ability to work with superiors to coordinate workflow. 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.