

**DESCRIPTION:** Under general supervision, operates word processing equipment to type/transcribe, compose, format, proofread, and edit letters, reports, forms, or other materials from rough draft, corrected copy, or voice recording onto storage media. The type of equipment used may include stand-alone non-display, stand-alone display, multi-terminal shared resources, and multi-terminal shared-logic word processors; performs related work as assigned.

**DISTINGUISHING CHARACTERISTICS:** (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the second full performance classification level of the Word Processing Specialist class series. Positions at this level handle assignments that are difficult and complex requiring comprehensive use of standard word processing applications. Much of the work produced is focused on entering textual material, and insertion of basic tabular or graphic information.

Established procedures and guidelines exist, and supervisory guidance available for positions at this level that indicate what is to be done, the deadline and priority limitations, and the quality and quantity expected. Recurring assignments are completed independently using related processes and methods, but deviations, problems, and unfamiliar situations are referred to the supervisor.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Operates word processing equipment to type, transcribe, and record correspondence, reports, standard forms, manual materials, and other documents onto various storage media, following pre-set standardized applications.

Proofreads, corrects, and edits rough draft, final copy, and/or corrected material to ensure grammatical, spelling, typographical, capitalization, and punctuation errors are identified and corrected and to comply with standardized formats.

Revises and updates correspondence, reports, and other typewritten material to reflect user requested global changes, merged material, and/or alterations in format, by manipulating the text.

Files and retrieves correspondence, reports, magnetic media, and other material within files that are arranged in alphabetical, numerical, chronological, and/or subject matter order to ensure uniform storage and ready access to previously recorded information.

Records data on production and stored documents with other information into ledgers, journals, log books, or on to cards, forms, documents, or other record keeping devices to document work activity and office transactions.

Sorts file records, materials, magnetic media, and documents to facilitate further processing and updating as required by established policies and procedures.

Demonstrates and explains the operations and applications of word processing equipment and storage media to other word processing specialists to solve work assignment problems.

S01312 – WORD PROCESSING SPECIALIST II (continued)

Tests and debugs new word processing programs/applications as a participant with other word processing staff to initiate new programs and evaluate their output.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** (These are needed to perform the work assigned.)

Knowledge of: English grammar, spelling, capitalization, and punctuation, to recognize and correct errors in typed or dictated material; office support practices including filing, coding, and routing procedures; the forms and formats processed in the word processing center; the capabilities and operating features of word processors including machine coding requirements.

Ability to: communicate in person, and by telephone, computer, email, and correspondence with agency employees to exchange factual information; operate word processing equipment to type and transcribe material from and onto storage media; transcribe and verify/complete word processing assignments that require constant and close attention to detail; apply the capabilities of word processing equipment to assignments; apply word processing procedures and instructions to input/output, scheduling, and problem solving directives; understand and apply instructions from the supervisor; select and apply a variety of instructions and procedures to complete work assignments; initiate and update records such as production data, stored document log books, and/or magnetic media files; recognize and correct errors in source documents during or prior to typing/transcription; detect and adjust minor deficiencies and malfunctions in the word processing equipment; solve word processing problems through the integration of equipment capabilities and application requirements; explain the operation and application of the word processing equipment to other staff; learn agency protocols, standards, and procedures pertinent to word processing operations; learn the programming requirements of word processing equipment used by the employing agency.

Skill in: typing at a rate of 40 words a minute (net); data entry at a rate of 5,000 keystrokes per hour.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Experience in using word processing and dictation software

**OR**

Coursework/training in the use of word processing and dictation software, and experience in applying office/clerical support procedures.

**SPECIAL NOTES:**

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).