

DESCRIPTION: Under general supervision, provides word processing services involving complex composition and layout of finished products such as lengthy technical reports, publications, and agreements. Operates word and related information processing equipment and personal computers, and participates in the implementation and maintenance of a storage media file system; may assign work and guide other word processing staff within a word and information processing unit; 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 third 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 and/or agency specific word and related information processing equipment and applications. Work involves the use of multiple applications software and databases beyond standard word processing software to include desktop publishing spreadsheets, power point, website publication, and technical database integration and management software. Much of the work requires the integration of multiple applications, layout modules, and associated databases and techniques to produce documents that combine text, tabular, and graphic data and material. Some positions may also serve as lead workers over other word processing positions; where typical job responsibilities include scheduling and assigning work, monitoring progress and workflow, checking work completed, and ensuring conformance to work standards.

Multiple and diverse procedures and guidelines exist, which require the independent selection and application to produce draft and completed products. Technical guidance is available only from operating manuals, supervisory guidance is provided only on deadline and priority limitations, and the quality and quantity expected. Both recurring and original assignments are assigned and completed, where deviations, problems, and unfamiliar situations are handled independently.

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.)

Monitors other staff engaged in the implementation and maintenance of word processing and other information applications and databases and other record files to ensure the identification and uniform storage of, and ready access to, the material.

Compiles operational records and reports of workflow, production statistics, staff attendance, overtime, and equipment malfunctions to document and provide information on work activities.

Records data in files and on log sheets to enable review and status evaluation of personal workflow, equipment utilization, and project completion and the retrieval of recorded material.

Requests office supplies for a word and related information processing unit to maintain an adequate stock of material available to meet work needs.

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

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Tests word and related information processing equipment to ensure optimum equipment usage and resolve functioning problems and to meet workload demands in which the applications require extensive text and data editing and formatting and integration.

Proofreads, corrects, and edits rough draft, final copy, and/or corrected material of all documents keyed by the center operators to ensure grammatical, spelling, typographical, capitalization, and punctuation errors are identified and corrected to comply with standardized formats.

Files and retrieves correspondence, reports, 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.

Complies and stores processing applications and programs to create and/or modify records, formats, and diagrams, tables, or charts.

Updates, preserves, and manipulates file data to modify existing programs, to establish the framework for new programs, and to maintain a back-up system as needed.

Schedules, distributes/balances, and guides the work assignments of co-workers, in accordance with established workflow or assignment requirements, to assist supervisory staff in the timely accomplishment of the assigned workload.

Reviews and reports on the work performance of co-workers to determine overall conformity to established timetable and quality standards and to document and communicate employee production levels and training needs.

Trains co-workers in job practices and procedures of operating word and related information processing applications and equipment, to improve and maintain employee performance levels.

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

Knowledge of: the principles and methods of operating word processing equipment; the forms and formats of typed and word processing business communications; the programming requirements, capabilities, and operating features of word processing equipment; English grammar, spelling, and punctuation to recognize and correct errors in typed material; office support practices including filing, coding, and routing procedures; the techniques of supervision; agency word processing rules, policies, procedures, and capabilities of equipment operated.

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

Ability to: apply the capabilities of word and related information processing equipment to work assignments; communicate with co-workers and other agency employees to exchange factual information; develop and apply word processing procedures and instructions including input/output, scheduling, and problem solving directives; maintain records such as production data, stored document log books, and databases and files; operate assigned equipment; schedule, distribute, and review the work of co-workers; solve production problems; integrate equipment capabilities and application requirements; detect and adjust minor deficiencies and malfunctions in assigned equipment; instruct co-workers in the operation of assigned equipment and applications.

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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 equipment features and applications.

OR

Coursework/training in: word processing equipment features and applications, 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).