

**GENERAL DESCRIPTION OF CLASS**

The WORD PROCESSING TECHNICIAN 1 transcribes and types a variety of texts and documents on a high volume basis using automated word processing hardware and software. Positions in this class also perform a combination of duties related to word processing such as proofreading and maintenance of production records, files, indexes, manuals, and equipment.

**DISTINGUISHING FEATURES**

This is the first level of a three-level series. It is distinguished from the higher level by the emphasis on high volume, production typing; by the absence of the need to develop new work formats and applications to meet changing and varied user needs; and by the lack of complexity and range of text and documents produced. It is distinguished from other office support positions by the focus of the job being typed and transcription of texts and documents on a production basis and performance of other duties related to word processing activities.

**DUTIES AND RESPONSIBILITIES**

Allocation of positions to this class will depend on the total work performed which may include one or a combination of the duties or tasks listed below.

- 1. Transcription and Typing.** Typical tasks: uses word processing hardware/software to transcribe and type routine forms, lists, correspondence, Administrative Rules, narrative reports, manuals, and/or manuscripts from drafts, voice recordings, or source documents in rough draft or final form. Work is performed on a high volume, production basis. Employees in this class normally use standardized formats or format documents according to instructions. In addition, employees use standardized glossaries and type styles and follow well defined guidelines and procedures in completing their work. These positions utilize and may create automatic keystroke recall capabilities to generate routine correspondence and formats and make changes to or update variables in existing glossaries. These activities are part of the day-to-day operations and are not the major focus of the job.
- 2. Editing, Proofreading, and Printing.** Typical tasks: edits and proofreads documents produced by self or others for general clarity, punctuation, grammar, spelling, capitalization, format, and procedures commonly used in the unit; prints documents after proofreading using proper codes, printwheels, elements, and paper; transmits data to remote computers or telecopiers.
- 3. File, Index, Manual and Equipment Maintenance.** Typical tasks: updates, combines, and purges archives, cassettes, tapes, disks, and disk indexes following established archiving programs, guidelines, and procedures; copies documents stored on floppy disks to hard disk files; changes ribbons, paper, printwheels, and elements on word processing equipment.
- 4. Records Maintenance.** Typical tasks: records daily line count production; tallies daily line count figures of self or others into weekly, monthly, annual statistical reports; produces statistical reports by hand or through automated processes.

**5.General Office Activities.** Typical tasks: photocopies documents; picks up word processing work orders and delivers finished typed documents; inventories and orders word processing supplies.

### **RELATIONSHIPS WITH OTHERS**

Employees in this class have daily in person and telephone contact with authors to clarify work orders or give and receive factual information about the work to be performed, report progress or problems, and clarify terminology.

### **SUPERVISION RECEIVED**

Employees in this class receive general supervision and work independently in accomplishing work. Instructions are provided for unusual assignments or when assignments call for deviations from established procedures or require specific or advanced technical instruction. Instruction manuals, established guidelines and procedures, traditional practices and reference materials such as dictionaries and style manuals, are available for reference. Supervisors and leadworkers review the quality and quantity of work through spot checks of documents produced, statistical production reports, and comments from authors on the quality of work.

### **GENERAL INFORMATION**

Positions are found in central and remote locations throughout State government (e.g., general government agencies, human or natural resource agencies, correctional, mental health, or higher education institutions, hospitals, etc.). They require the willingness to work within the environment associated with the position's location.

### **KNOWLEDGE, SKILLS, AND ABILITIES (KSA)**

Basic knowledge of proper grammar, punctuation, spelling, capitalization, and sentence structure.

Skill in performing clerical duties in an office or skill in operating data entry or word processing equipment.

Ability to learn uses and capabilities of word processing equipment.

Ability to format, produce, and revise documents including the retrieval of text and data from electronic files and reports.

Ability to work independently away from authors.

Ability to apply normal formats, forms, and typing policies of the unit for which the work is done.

Ability to produce quality work under tight timeframes for completion of projects.

Ability to follow oral and written instructions.

Ability to work for long periods typing and reading a computer terminal screen.

Ability to work in an environment that includes the noise and heat of word processing equipment.

Ability to use headphones for transcriptions.

**0530**

**NOTE:** The KNOWLEDGE and SKILLS are required for initial consideration. ABILITIES may be required for initial consideration, at any time during the selection process, or during a trial service period as a final stage of the selection process. Some duties performed by positions in this class may require different KSA's. No attempt is made to describe every KSA required for **all** positions in this class. Additional KSA requirements will be explained on the recruiting announcement.

Adopted 1/90

Revised

Examples of work are typical of duties assigned to this class. No attempt is made to describe every duty performed by all positions in this class.