

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

# Word Processor 1

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## Definition

Performs production skilled keyboarding work in a training capacity using applicable word processing equipment/software; performs related work as required.

*The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.*

## Work Examples

Performs keyboarding duties of a repetitive nature requiring little decision making or problem solving (stored documents, form letters, mailing lists, etc.), in which the applications are pre-set and standardized formats are followed.

Maintains production records, stored document log sheets and a filing system of reports, articles, and letters.

Produces correspondence, reports, variable copy and other routine documents from dictation or rough draft; updates other stored documents.

Proofreads rough draft material and final copy for grammar, spelling, typographical and punctuation errors.

## Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Clerical Procedures – Word processing, managing files and records, designing forms, and other office procedures and terminology.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Clerical – Maintain complex clerical records.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.

- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Perceptual Speed – Quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object.
- Finger Dexterity – Make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Wrist-Finger Speed – Make fast, simple, repeated movements of the fingers, hands, and wrists.

**Skills:**

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Service Orientation – Actively looking for ways to help people.
- Time Management – Managing one's own time and the time of others.

**Minimum Qualification Requirements**

Ability to type at least 40 WPM NET as demonstrated by the completion of a typing examination authorized by the Iowa Department of Administrative Services – Human Resources Enterprise.

*Effective date: 05/23 KC*