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

Word Processor 2

Definition

Performs production skilled keyboarding duties at the journey level and possesses a thorough knowledge of the applicable word processing equipment/software used; 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

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

Maintains production records and stored document log sheets.

Updates stored letters, memos and other documents; makes corrections, additions or deletions while performing text formatting and editing functions.

Proofreads completed documents; corrects grammatical, spelling, typographical, and punctuation errors. Interacts with users of the word processing center; clarifies project instructions or content; or explains the correct procedures.

Prepares reports in prescribed formats; extracts and compiles data from source documents. Participates in the design, format, and graphic presentation of a variety of material; applies the capabilities of a composer or word processing equipment and a composer.

Participates in the testing and debugging of new word processing programs; initiates programs, operates equipment, and evaluates output.

Assists in the training of new employees; demonstrates the operational procedures and capabilities of the equipment utilized; explains the operational procedures of the unit; and answers questions.

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.

- Computers and Electronics – Circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.

- 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

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

1) All of the following (a and b):
   a. Ability to type at least 40 WPM NET, demonstrated by the completion of a typing examination authorized by the Iowa Department of Administrative Services – Human Resources Enterprise; and
   b. One year of full-time experience in word processing functions such as: text editing and formatting, document storage and retrieval, and document merging experience.

2) Current, continuous experience in the state executive branch that includes six months of full-time work as a Word Processor 1.

Effective date: 05/23 KC