

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

## Word Processor 3

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### Definition

Leads two or more word processors or other employees in the performance of skilled keyboarding duties and possesses a complete knowledge of the word processing equipment/software used; or performs highly specialized work using extensive legal, medical, law enforcement or scientific terminology; 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.

Assists supervisor by performing such duties as instructing employees, answering questions, distributing and balancing the workload and checking work; may make suggestions on selections, promotions, and reassignments.

Completes word processing assignments requiring substantive knowledge of the law as it pertains to material being transcribed; sets up and transcribes complex statistical material or charts; develops new applications and corresponding procedures.

Completes complex assignments with extensive use of legal, medical, law enforcement or scientific terminology.

Produces correspondence, reports, variable copy and other material from typed dictation or rough draft; transcribes from unedited and uncoded source documents.

Verifies supply requisitions and work records.

Develops and revises forms, guidelines, and handbooks used in the completion of word processing assignments.

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

Participates in the testing and debugging of new word processing programs by initiating the programs, operating the equipment, and evaluating the output.

Performs word processing assignments for which standardized forms and procedures have not been developed and recommends appropriate word processing procedures.

Interacts with users of word processing; explains the capabilities of the system and the correct procedures to be followed.

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## Competencies Required

### Knowledge:

- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- 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.
- 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.
- Management of Personnel Resources – Motivating, developing, and directing people as they work, identifying the best people for the job.

### **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. Two years 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 one year of full-time work as a Word Processor 2.

*Effective date: 05/23 KC*