

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

Typist

Definition

Performs varied clerical and skilled typing tasks; processes and maintains records and written materials; 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

Types letters, forms, and other material from rough draft, dictating machine, or instructions.

Uses dictionary and other reference materials in performing clerical typing tasks.

Performs simple arithmetic computations; posts to statistical and other records requiring knowledge of routine regulations; follows up discrepancies by personal contact or simple correspondence.

Examines applications and forms for completion and compliance with laws, rules, and regulations; reports discrepancies to a supervisor, or follows up in person and by correspondence to obtain further information.

Maintains general office files, simple account records, and/or a variety of other office records.

Answers telephone, or acts as office receptionist; routes visitors and calls; secures and gives out information to the public in reference to departmental services, policies, or regulations.

Competencies Required

Knowledge:

- Customer and Personal 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:

- Written Comprehension – Read and understand information and ideas presented in writing.
- Near Vision – See details at close range (within a few feet of the observer).
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- 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).

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.
- Time Management – Managing one’s own time and the time of others.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Minimum Qualification Requirements

Applicants must have the ability to type at least 40 words per minute, as verified by a typing test, to qualify for positions in this job classification.

Notes

For more information on typing tests, please visit <https://das.iowa.gov/human-resources/state-employment/typing-test-information>.

Effective date: 02/19 SA