

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

WORD PROCESSOR 1

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 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 of English grammar, spelling, punctuation and sentence structure.

Knowledge of the forms and formats used in business communications.

Knowledge of the capabilities and operating features of the word processing equipment/software used.

Ability to interpret and apply word processing procedures, including input/output, scheduling, and problem solving instructions.

Ability to accurately perform repetitive data transcribing duties that requires close attention to detail.

Ability to maintain accurate records (e.g., production records, log sheets, and media files).

Ability to detect equipment malfunctions and makes minor adjustments as necessary.

Ability to apply the capabilities of the equipment used to work assignments.

Ability to meet established production criteria.

Ability to type 40 words per minute NET.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with clients and customers providing polite, quality professional service.

Follows policy, cooperates with supervisors aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identify and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Ability to type at least 40 words per minute NET.

NOTE:

All positions require the 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: 11/10 CH