

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

## 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 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 of English grammar, spelling, punctuation and sentence structure.

Knowledge of the forms/formats used in business communications.

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

Knowledge of the programming requirements of the word processing equipment used.

Ability to demonstrate the operation of word processing equipment.

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

Ability to detect equipment malfunctions and makes minor adjustments.

Ability to maintain accurate records such as production records, stored document log sheets, and media files.

Ability to solve word processing problems by applying equipment capabilities to application requirements.

Ability to understand varied instructions and the procedures to be used on different 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**

Experience equal to one year of full-time work involving word processing functions such as: text editing and formatting, document storage and retrieval, and document merging;

OR

employees with current continuous experience in the state executive branch that includes experience equal to six months of full-time work as a Word Processor 1.

#### **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