

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

## 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 are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

### WORK EXAMPLES

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.

### COMPETENCIES REQUIRED

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

Knowledge of forms and formats of business communications.

Knowledge of clerical office procedures and practices including filing, coding, and routing.

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

Knowledge of the principles of work scheduling.

Ability to program all the word processing equipment used.

Ability to lead and train others in the operation of word processing equipment.

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

Ability to utilize the capabilities of automated word processing equipment in the completion of diverse word processing assignments such as extensive text editing and formatting.

Ability to recognize errors in source documents and correct the errors before or while transcribing the data.

Ability to interpret substantive data in source documents to determine which changes are required in records already in the word processing system.

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 two years 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 12 months of full-time experience as a Word Processor 2.

#### **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