

## Word Data Processing Clerk II

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### **DEFINITION**

This is diverse word processing, information processing, data entry and associated clerical work of moderate complexity involving a variety of office operations.

Employees of this class perform varied and/or specialized advanced working level word processing, information processing and associated clerical functions according to established policies and procedures. Within these guidelines the incumbents function independently, referring the difficult or unusual problems to a superior. Included in the work are assignments that require the use of personal computers operating basic and advanced features of both standard and specialized business software. Supervision of small numbers (1 - 3) of junior/subordinate employees may be an on-going component of work at this level.

Work of this class is differentiated from that of the Word/Data Processing Clerk I by the complexity and diversity of assignments, the sophistication of software utilized, the possible assignment of limited supervisory responsibilities and by the independence exercised in completing assignments. Positions frequently involve public contact requiring knowledge and judgement in explaining and interpreting regulations and procedures. Work is evaluated for adherence to established standards of performance.

### **TYPICAL DUTIES\***

Assists the public in the completion of applications and forms; obtains appropriate and necessary information and explains applicable bylaws, rules and regulations as required.

Receives, checks, compiles, verifies, calculates, files and transmits or completes various forms and documents including work orders, various reports and lists, publicity material and statistical data.

Answers public inquiries and/or complaints and explains department regulations and procedures.

Processes material from general instructions, rough draft or dictation; composes and answers routine correspondence; attends meetings; records, processes and distributes minutes, agendas.

Performs evaluation of data entry and completes analysis such as free disc space, efficient terminal function and incoming data formats; prepares documents for processing and delegates entry assignments to data entry operators.

Receives and places advertisements in local and foreign telephone directories; writes up orders and contracts; prepares change copies and display ad layout material; keeps comprehensive and detailed records of advertising accounts; compiles billing data and prepares for advertising charges.

Operates personal computers utilizing basic and advanced features of business and specialized software to produce reports, financial statements and statistical analysis; performs limited programming tasks in order to produce reports of a non-standard nature; operates office equipment such as typewriters, photocopiers, two-way radios, calculators, and adding machines.

Directs and reviews the work of others and assists them with difficulties; provides on the job training to junior and untrained staff on basic word processing and PC applications, data entry and clerical support functions.

Performs related duties as required

**KNOWLEDGE, ABILITIES AND SKILLS**

- Considerable knowledge of the common procedures involved in related office practices.
- Knowledge of basic and advanced features of standard and specialized (as required) software.
- Knowledge of applicable policies, rules, regulations and procedures of the department.
- Ability to make decisions in accordance with departmental procedures.
- Ability to maintain records and to prepare comprehensive reports.
- Ability to make arithmetic calculations.
- Ability to assign and check the work of others.
- Ability to meet and deal effectively with the public.
- Skill and proficiency in recording and transcribing data rapidly.
- Skill in operating standard and electronic business office equipment, personal computers and equipment related to the work assigned.

**TRAINING AND EXPERIENCE REQUIREMENTS**

Job Level

Completion of the twelfth (12th) school grade including business subjects related to word and information processing or completion of an appropriate certificate program from an approved business school/college, supplemented by training in basic microcomputer applications and a minimum of two (2) years' diversified word and information processing experience.

Or

Completion of the twelfth (12th) school grade including business subjects related to data entry or completion of an appropriate certificate program from an approved business school/college and a minimum of two (2) years' diversified data entry experience including general office procedures.

*\* This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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| Salary Plan | <u>21M</u> | <u>21A</u> | <u>21B</u> | <u>21C</u> |
| Job Code    | 0284       |            | 0285       |            |

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