

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

WORD PROCESSING ASSISTANT

JOB DESCRIPTION

Employees in this job perform and oversee a variety of assignments that require the ability to use word processing and related software applications to produce a wide variety of media including letters, memoranda, brochures, charts, graphs, forms, scientific or technical material, numerical data, and tabular information from rough draft or corrected copy, recorded voice dictation, shorthand notes or specific instructions.

There are four classifications in this job.

Position Code Title – Word Processing Assistant-E

Word Processing Assistant 5

This is the entry level. The employee performs a range of word processing assignments while learning the work methods and procedures.

Word Processing Assistant 6

This is the intermediate level. There are two concepts at this level. The employee performs either a limited range of word processing assignments in accordance with well-defined instructions and guidelines, or the employee performs a range of word processing assignments in a developing capacity.

Word Processing Assistant E7

This is the experienced level. The employee performs a full range of word processing and related assignments and uses judgment in making decisions where alternatives are determined by established policies and procedures. The employee utilizes the software application's full range of capabilities which includes storing, retrieving, editing, formatting, and producing a variety of documents.

Position Code Title – Word Processing Assistant-A

Word Processing Assistant 8

This is the advanced level. The employee either functions as a lead worker overseeing the work of others or as a senior worker. Senior-level employees consistently perform complex assignments beyond those expected at the experienced level which have been approved by Civil Service.

NOTE: Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience. However, positions performing a limited range of duties may not progress beyond the intermediate level.

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JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Types forms, records, correspondence, memoranda, reports, minutes of meetings, scientific or technical material, numerical data, tabular information and charts from rough draft or corrected copy, recorded voice dictation, shorthand notes, or specific instructions.

Operates a variety of standard office equipment such as: telephones, personal computers, copy and facsimile machines, and recording devices.

Uses various business productivity software applications to produce a variety of media.

Proofreads and edits prepared materials for grammar, spelling, punctuation, and format.

Works with persons requesting services to resolve problems related to the request.

Receives, reviews, checks, and verifies information on documents, forms, and other materials for accuracy and completeness.

Compiles data for reports in response to specific requests or instructions.

Inputs, retrieves, updates, and deletes information from electronic folders and files.

Files and retrieves records, reports, correspondence, or other materials and documents by numerical, alphabetical, or subjective arrangements.

Receives, sorts, logs in, codes, batches, routes, and/or distributes mail and other materials by hand or electronically to proper persons.

Receives and refers visitors and telephone callers to appropriate persons; gives out information concerning the program area and/or department.

Takes and transcribes dictation, minutes of meetings, records of conferences, discussions and interviews using shorthand.

Performs related work as assigned.

Additional Job Duties

Word Processing Assistant 6-8

Composes routine letters, reports, or memoranda according to instructions or guidelines.

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Determines and assembles materials and types special reports or periodic correspondence.

Interprets and applies instructions and guidelines to resolve work problems.

Receives requests for information, searches pertinent records for information needed, and compiles information into report form.

Word Processing Assistant 8 (Senior Worker)

Regularly handles the most complex and difficult assignments in the work area.

Resolves problems and answers questions for other workers.

Adapts software to meet information-processing needs of office.

Word Processing Assistant 8 (Lead Worker)

Explains work instructions to others, adapting guidelines to the assignment as necessary.

Coordinates the work of the unit by determining priorities, scheduling and assigning work, and overseeing the proper completion of the work.

Assures that the work meets quality and production standards by reviewing the work for accuracy and monitoring output.

Establishes and revises work methods, forms, formats, and standards to improve operating efficiency.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of the operation of standard office equipment such as typewriters, word processors, personal computers, multi-line telephones, copy and facsimile machines, and video display terminals, etc.

Knowledge of general office practices, protocols, and procedures.

Knowledge of correct English usage, spelling, and punctuation.

Knowledge of the format, organization, and composition of business letters, reports, and memoranda.

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Knowledge of business productivity software applications such as: Word, WordPerfect, Excel, Access, Lotus, FoxPro, and PowerPoint.

Knowledge of Windows or System 7-based environment.

Knowledge of general record keeping principles and filing systems.

Knowledge of the application of instructions and guidelines for the work area.

Knowledge of stenographic nomenclature and principles.

Skill to type from clean copy at a rate of 40 net words per minute (50 for experienced and advanced levels).

Skill to take dictation at a rate of 80 net words per minute (100 for experienced and advanced levels).

Ability to understand and follow instructions.

Ability to communicate effectively.

Ability to alphabetize, numerically rank, file, sort, and batch documents.

Ability to compare data from two or more sources for accuracy and completeness.

Ability to proofread for correct spelling, punctuation, and grammar.

Ability to compose routine correspondence and compile reports.

Ability to add, subtract, multiply, and divide mathematical figures.

Ability to operate standard office equipment.

Ability to use a Windows or Systems 7-based environment to create presentations, charts, graphs, databases, and spreadsheets.

Ability to select and compile data for correspondence and reports.

Ability to work under stressful conditions.

Ability to interpret instructions and guidelines in order to make decisions.

Additional Knowledge, Skills, and Abilities

Word Processing Assistant 8 (Senior Worker)

Ability to perform the most complex assignments as accepted by Civil Service.

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Word Processing Assistant 8 (Lead Worker)

Ability to explain instructions and guidelines to others effectively.

Ability to organize and coordinate the work of the unit.

Ability to determine work priorities and assign work to employees.

Working Conditions

None.

Physical Requirements

None.

Education

Educational level typically acquired through completion of high school.

Experience

Word Processing Assistant 5

No specific type or amount is required.

Word Processing Assistant 6

One year of administrative support experience where use of a personal computer to prepare correspondence, reports, charts, etc., or to enter/retrieve/update information is an essential part of the work.

Word Processing Assistant E7

Two years of administrative support experience, including one year equivalent to a 6-level administrative support classification, where use of a personal computer to prepare correspondence, reports, charts, etc., or to enter/retrieve/update information is an essential part of the work.

Word Processing Assistant 8

Three years of administrative support experience, including one year equivalent to an E7-level administrative support classification, where use of a personal computer to prepare correspondence, reports, charts, etc., or to enter/retrieve/update information is an essential part of the work.

Special Requirements, Licenses, and Certifications

Some positions may require stenographic skills.

Some jobs in this classification are assigned duties that may require knowledge and/or prior work experience with specific software applications.

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NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code
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Job Code Description
Word Processing Assistant

<u>Position Title</u>	<u>Position Code</u>	<u>Pay Schedule</u>
Word Processing Assistant-E	WRDPASTE	W41-002
Word Processing Assistant-E	WRDPASTE	NERE-001
Word Processing Assistant-A	WRDPASTA	W41-009
Word Processing Assistant-A	WRDPASTA	NERE-004

ECP Group 1
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