

**MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION**

**WORD PROCESSING ASSISTANT**

**JOB DESCRIPTION**

Employees in this job perform and oversee a variety of assignments to produce a wide variety of media including letters, memoranda, brochures, charts, graphs, forms, scientific or technical material, numerical data, and tabular information.

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 methods, processes, and procedures of the work.

Word Processing Assistant 6

This is the intermediate level. 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.

**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.

**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 and prepares documents.

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

Proofreads and edits materials for accuracy, completeness, grammar, and format.

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

Enters, retrieves, updates, verifies, and deletes information from electronic files.

Organizes and maintains files.

Handles and processes mail.

Receives and responds to inquiries by providing directions, instructions, or other general information or referring to the appropriate persons.

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

Operates standard office equipment.

Performs related work as assigned.

### **Additional Job Duties**

#### **Word Processing Assistant E7 - 8**

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

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.

Monitors records and assignments.

#### **Word Processing Assistant 8 (Lead Worker)**

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

Provides assistance and training to others in the work unit.

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

Coordinates the work of the unit by determining priorities; scheduling, assigning, and explaining 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.

#### **Word Processing Assistant 8 (Senior Worker)**

Regularly handles the most complex and difficult assignments in the work area as approved by Civil Service.

Resolves problems and answers questions for other workers.

Adapts software to meet information-processing needs of office.

### **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 format, organization, and composition of business letters, reports, and memoranda.

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

Knowledge of the operation of standard office equipment used to produce media.

Knowledge of correct English usage and grammar.

Knowledge of filing and general record keeping.

Skill to type from clean copy at a rate of 40 net words per minute.

Ability to type.

Ability to compose routine correspondence and compile reports.

Ability to use business software to create media such as; letters, memoranda, presentations, charts, graphs, databases, and spreadsheets.

Ability to proofread for accuracy, completeness, grammar, and format.

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

Ability to perform mathematical calculations.

Ability to select and compile data for correspondence and reports.

Ability to follow, apply, interpret, and explain instructions and/or guidelines.

Ability to determine work priorities.

Ability to make decisions and take appropriate actions.

Ability to meet schedules and deadlines of the work area.

Ability to communicate effectively.

Ability to operate standard office equipment.

### **Additional Knowledge, Skills, and Abilities**

#### **Word Processing Assistant 8 (Lead Worker)**

Ability to explain instructions and guidelines and train others effectively.

Ability to organize and coordinate the work of the unit.

Ability to determine work priorities, assign work, and review work for quality and production standards.

Ability to establish and revise operational standards.

Ability to assist others in solving work problems.

#### **Word Processing Assistant 8 (Senior Worker)**

Ability to perform the most complex and difficult assignments as approved by Civil Service.

### **Working Conditions**

*None*

### **Physical Requirements**

*None*

### **Education**

Education 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 office experience involving administrative support practices.

### Word Processing Assistant E7

Two years of office experience involving administrative support practices, including one year equivalent to a 6-level administrative support classification.

### Word Processing Assistant 8

Three years of office experience involving administrative support practices, including one year equivalent to an E7-level administrative support classification.

### **Special Requirements, Licenses, and Certifications**

Certain positions may require a criminal history background check.

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

**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

#### **Position Title**

Word Processing Assistant-E

Word Processing Assistant-A

Word Processing Assistant-E

Word Processing Assistant-A

#### **Position Code**

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#### **Pay Schedule**

NERE-001

NERE-004

W41-002

W41-009

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03/13/2016