
Word Data Processing Clerk III

DEFINITION

This is complex and/or supervisory work involving the use of word processing, information processing, data entry or other computerized office equipment and the performance of associated administrative and clerical assignments.

Employees of this class supervise and/or independently carry out specialized functions of a varied and complex nature. Work performed is differentiated from that of the Word/Data Processing Clerk II by the increased complexity of assignments, the advanced nature of hands on and administrative functions related to personal computer applications software, the degree of independent judgement exercised, and/or supervisory responsibilities. Contact with the public requires exercising judgement and discretion based on knowledge of applicable policies and procedures.

Incumbents are expected to perform assignments with a high degree of independence, referring only unusual matters to a superior. Work is subject to general review and is evaluated on the basis of the manner and efficiency in which objectives of the area operation are served.

TYPICAL DUTIES*

Explains and interprets policies and regulations to the public advises on rates or types of services; contacts other departments and agencies to obtain and provide information; researches and analyzes information and exercises creativity in making recommendations as to action required.

Processes correspondence, reports data and other material, frequently involving judgement regarding the information included and format used; composes and types correspondence related to the area of specialization.

Selects, supervises, trains staff; delegates and prioritizes the work of a moderate number of employees engaged in clerical support, information processing, data entry or word processing; coordinates work and manpower allocation with other sections; assesses employee performance and recommends merit awards; recommends and coordinates disciplinary action.

Maintains complex files and records, researches, compiles and prepares reports and other data from such records; maintains schedules on source documents and report file turnaround time.

Consults with and provides information to department officials regarding word and information processing requirements of the unit served, in relation to manpower and hardware/software acquisition; evaluates and implements externally supplied/internally developed PC software; analyzes systems operating problems and develops and implements corrective procedural changes; provides user input in the development and implementation of Local Area Networks.

KNOWLEDGE, ABILITIES AND SKILLS

- Considerable knowledge of business English, spelling, punctuation and arithmetic.
- Considerable knowledge of modern office practices, procedures and equipment.
- Considerable knowledge of word and information processing hardware and software applications specific to the area of specialization.
- Ability to make decisions in accordance with established policies and procedures.
- Ability to supervise the work of subordinates.
- Ability to maintain moderately complex records and to prepare reports from such records.
- Ability to understand and execute oral and written instructions.
- Ability to make arithmetical calculations rapidly and accurately.
- Ability to establish and maintain effective working relations as necessitated by work assignments.
- Skill in the operation of electronic and computerized data entry, word processing and other automated business office equipment.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of grade twelve (12) including business subjects related to word and information processing and training in microcomputer applications or completion of an approved certificate program. A minimum of three (3) years of progressively responsible supervisory and diversified word and/or information processing experience.

** 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.*

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0286		0287	

Last Updated: 1995-02
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