

LEAD WORD PROCESSING OPERATOR

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class acts as the lead over a group of word processing operators in a word processing environment. Work involves receiving, planning and distributing work, implementing and maintaining systems and procedures, controlling productivity and work quality in accordance with established procedures and standards, as well as the actual operation of various types of word processing equipment. This position is distinguished from lower level word processing positions in that incumbents require greater competency in the operation and utilization of equipment, greater initiative and creativity in identifying and developing labor saving procedures, and guides others as necessary. An incumbent is required to interface with users of word processing services and exercise judgment in the interpretation, development and prioritization of work. Additionally, incumbents assist in the definition of existing and potential user needs and the planning of services to meet these needs. Incumbents may act as an assistant supervisor in a large unit or may handle the daily operation of the word processing unit in the absence of the supervisor. Supervision may be exercised over a small number of subordinate personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Operates complex automated office systems, and chooses various operating systems that will be the most effective in accomplishing work;

Sets up difficult work projects, designing format, machine procedures, media storage, and proofreading/revision schedules;

Arranges schedules and assigns in priority order all assignments in response to emergency requests or special requirements;

Maintains central records and files including indexing, storage and purging of media files and job logs;

Assures confidential processing of specially designated work;

Reviews work to assure conformity with established quality and productivity standards;

Maintains equipment in conformity with manufacturer instructions;

Maintains and compiles production records on a daily, weekly, monthly and annual basis for the purpose of productivity measurement, work load planning and billing and accounting;

Maintains supply inventory and prepares requisitions for supplies;

Performs and delegates various clerical tasks.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the capabilities and limitations of automated office systems; skill in the operation of assigned word processing equipment while complying with established standards and controls; ability to identify critical aspects of user needs; ability to demonstrate and lead subordinates in appropriate equipment application and operation; ability to plan and schedule activities maximizing equipment and staff resources; ability to proofread accurately and make appropriate changes; ability to follow oral and written instructions; ability to work well with others; attention to detail; accuracy; initiative; resourcefulness; good judgment; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) three years of general office/clerical experience, one of which involved the maintenance of records and the operation of word processing equipment; or (b) completion of a one year business course* at an approved college, business or secretarial school which must have included course work in word processing and two years experience as stated in (a) which must have involved the one year of specialized experience; or (c) completion of a word processing training course can be substituted on a month by month basis for the training and experience as stated above in (a) and (b).

NOTE: Data entry experience may not be substituted for the above required word processing experience.

SUBSTITUTION: Satisfactory completion of 30 credits* at a recognized college or university may be substituted on a year for year basis for up to two years of the above general office/clerical experience. No substitution is allowed for the one year of word processing experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.