

COORDINATOR OF WORD PROCESSING
(B.O.C.E.S. #1)

GENERAL STATEMENT OF DUTIES: Supervises word processing operators in a word processing environment; operates a variety of word processing equipment; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class supervises a word processing center. Responsibilities include supervising word processing operators, coordinating work flow, assuring compliance with productivity standards and quality controls, and providing liaison between the staff and users. Incumbent operates word processing equipment of all classes, understands the capabilities and attributes of each, formats techniques and procedures for the effective and efficient use of the equipment and instructs operators in the use of these methods.

EXAMPLES OF WORK: (Illustrative Only)

Controls work flow coming to the word processing center from clients and assigns it to operators of specific equipment;

Plans and establishes daily and ongoing work schedules and determines priorities based on user needs;

Rearranges work schedules and assignments in response to emergency request or an unscheduled priority assignment, as required;

Oversees the maintenance of central records and files;

Recruits, interviews and recommends the hiring of word processing operators for the center;

Orients and trains new operators in standard procedures, equipment operation, etc.;

Provides information to existing and potential users of services provided by the center;

Maintains accurate production records;

Operates various types of word processing equipment;

Performs related tasks required for the smooth and efficient operation of the center.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the capabilities and limitations of various classes of word processing equipment utilized by BOCES; good knowledge of practices, procedures and operation of BOCES word processing center including equipment and staff utilization; ability to set priorities and schedule work projects based upon an understanding of user needs and the center's capabilities; ability to plan, supervise and evaluate the performance of assigned personnel and gain their cooperation in working as a team; ability to train others in applications of word processing equipment; ability to use standard English in an accurate and fluent manner; ability to proofread accurately; ability to give clear oral and written instructions; tact; good judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school course or possession of a high school equivalency diploma and either (a) four years of typing experience in an office setting, including one year of supervisory responsibility for a typing pool or word processing operation; or (b) satisfactory completion of a one year secretarial course at a recognized secretarial or business school, and three years of experience as specified in (a) including the one year of supervisory responsibility; or (c) a satisfactory equivalent combination of the foregoing training and experience.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:
In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.