

## **WORD PROCESSING SUPERVISOR**

### **DISTINGUISHING FEATURES OF THE CLASS:**

The work involves responsibility for supervision of a Word Processing Center, which includes assigning work, scheduling and training center personnel, reviewing work, and developing and analyzing appropriate replies and uniform correspondence. General supervision is received from the Dean of Administration. Supervision is exercised over clerical personnel in the center.

### **TYPICAL WORK ACTIVITIES:**

1. Establishes and maintains work procedures within the center;
2. Reviews incoming and outgoing work for acceptability according to predetermined quality standards;
3. Interviews personnel for center, supervises and evaluates performance of personnel;
4. Establishes work priorities;
5. Schedules work and personnel as required to meet needs of the center;
6. Prepares reports and develops appropriate and uniform replies as necessary;
7. Conducts training as needed for employees in the center in procedures and operation of equipment;
8. Promotes use of center by keeping campus informed of services available;
9. Prepares annual budget for Word Processing Center;
10. Orders and maintains supplies inventory;
11. Instructs users in the use of telephone dictating equipment and proper dictation techniques;
12. Keeps informed of changes in the word processing field and recommends purchase of new equipment;
13. Does related work as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of office procedures, terminology and equipment; good knowledge of word processing equipment; good knowledge of English and correct grammar; working knowledge of the principles and practices of supervision; working knowledge of business arithmetic; ability to type at an acceptable rate of speed and accuracy; ability to plan and supervise the work of others; ability to communicate effectively both orally and in writing; ability to maintain accurate files and records; good judgment; initiative; resourcefulness; tact; courtesy; physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

#### **PROMOTION:**

Six months of permanent competitive class status in the County of Dutchess AND two years of clerical experience in the operation of word processing equipment in a word processing center environment.

#### **OPEN COMPETITIVE:**

- EITHER: (A) Graduation with an Associate's degree from a regionally accredited or New York State registered college and one year of clerical experience which involved the operation of word processing equipment, six months of which involved supervisory experience;
- OR: (B) High school graduation or possession of a high school equivalency diploma and three years of clerical experience which involved the operation of word processing equipment, six months of which involved supervisory experience;
- OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

**WORD PROCESSING SUPERVISOR** (Cont'd)

**MINIMUM QUALIFICATIONS:** (Cont'd)

**NOTE:**

A performance test in typing or data entry will not be required.

CL3432  
REVISED: 04/21/76  
06/22/81  
06/28/83  
06/02/86