

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Word Processing Operator</u>
Sch & Grade	<u>PAT-4</u>
Class Code	<u>FD07</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>Not Eligible</u>
Occupational Group	<u>Administrative Support</u>

PRIMARY PURPOSE:

To complete a variety of typing, word-processing, and transcription projects of a responsible and confidential nature.

SUPERVISION:

Under the direct supervision of the City Manager's Office.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Transcribes a variety of items including general correspondence, interoffice memorandums, legal, medical, investigative documents, various reports, etc., from audiocassettes and typewritten or handwritten copy.
2. Utilizes a variety of word processing equipment including computer software, transcription equipment, etc.
3. Creates, reviews, revises, and reformats documents, reports, correspondence, etc., into proper formats and proofreads material for accurate spelling, typographical errors, etc.
4. Prepares and maintains daily work records, as well as maintain confidential work product.
5. Completes data entry for addresses and completes mailing labels and mail merges.
6. Operates general office administration equipment such as fax machines, copiers, typewriters, multi-line telephones, and dictation machines, etc.
7. Provides back-up receptionist duties at the fourth floor reception area.
8. Delivers or retrieves work product and interoffice mail throughout office building.
9. Utilizes desktop publishing software for occasional graphic projects, i.e., newsletters, forms, charts, etc.
10. Completes special projects as necessary relating to word processing functions for city departments.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Modern office practices and standard English usage; accurate grammar, spelling, and punctuation; business correspondence formats; word processing and desktop publishing software; and portable dictating units.

Abilities

Type accurately at a rate of approximately 60 words per minute; proofread for spelling, typographical errors, and proper grammar; transcribe accurately from audiocassettes; operate word processing equipment including transcription equipment; learn legal and technical terminology; maintain and update records; read and understand a variety of written information; maintain appropriate level of confidentiality regarding project information; follow oral and written instructions; communicate effectively both verbally and in writing; deal effectively and courteously with associates and the general public; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of the team in carrying out the City’s stated mission and philosophy; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

One year of general clerical experience with an emphasis in performing word processing functions. Excellent typing skills and proofreading ability required.

Physical Requirements

Performs bending and reaching to both ground level and overhead; lifts and carries up to 10 pounds; pushes and pulls up to 25 pounds; holds and grips objects; ability to operate a computer keyboard and mouse; must be able to hear audio tapes utilized for transcription purposes and read information for long periods of time from either computer screens or typewritten and handwritten copy; may be subject to sitting for long periods of time. Have ability to pick up and deliver work product and interoffice mail, as well as report to and work from several workstations in a timely and efficient manner.

Working Environment

Primarily indoors with heating and cooling regulated in a general office environment.

Licensing/Certification

None required.

Miscellaneous Requirements

None required.

Last Revision:	February 22, 2012	GENERAL ORDINANCE NO.	2577
Comments:	Updated Abilities	Date:	August 2, 1976

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____