

Class Code: E02  
City of Anaheim  
Class Specification

Classification:  
Word Processing Operator

DEFINITION:

Under minimal supervision, as a primary and continuing assignment, to operate a computer terminal using word processing and other software to produce letters, memos, legal briefs, reports and other documents from rough copy and machine dictation.

EXAMPLES OF DUTIES - Depending upon areas of assignment and type of computer terminal and word processing software used, responsibilities and duties may include, but are not limited to the following:

Transcribes cassette tapes of dictated correspondence, undercover investigation reports and other narrative and/or statistical reports, interviews, minutes of meetings, legal documents, lists and related materials.

Transcribes cassette tapes of dictated police/crime reports that are content and time sensitive.

Inputs from rough copy correspondence, undercover investigation reports, other narrative and/or statistical reports, legal documents, lists, forms, brochures and manuals using various software programs.

Edits, paginates, inserts headers and footers, operates spelling and grammar check programs and prints materials produced.

Creates and maintains directory of documents stored on disks and records of work produced.

Depending upon the type of computer used, performs such functions as changing fonts within a document, setting printer defaults and saving documents to different directories.

Performs routine daily maintenance of work station and printer.

Types forms, schedules, reports (including police/crime reports), lists, general correspondence, manuscripts, charts, graphs, contracts and statistics using various computer software.

Proofreads materials for clerical accuracy and spelling.

Files materials into established filing systems.

Enters information into data base files and produces reports which may involve confidential information.

Uses merge programs to create automatic letters and similar documents.

Creates macros for use in document handling.

Acts as a receptionist to the public, takes and responds to calls, screens inquiries, takes messages and answers questions requiring an understanding of policies and procedures of the work unit.

Performs other clerical duties as assigned, however, word processing functions are primary to the position.

Performs other job-related duties as required.

When Assigned to the Planning Commission Section:

In addition to the above, performs word processing functions on a stringent schedule, meeting critical daily deadlines.

Generates agendas, legal newspaper notices, notices to property owners and resolutions meeting state-mandated deadlines.

Extracts technical and legal data from Zoning Petition Summaries, title reports, staff reports, Municipal Code, etc; determines information required to create documents without the use of hand written or machine dictated materials.

MINIMUM REQUIREMENTS:

Experience in: Performing journey-level standard text word processing.

Knowledge of: A personal computer and PC terminology; general word processing functions; English usage, spelling, grammar and punctuation; basic record keeping methods; and the network (LAN) system capabilities.

Ability to: Successfully complete the practical examination for Word Processing Operator; operate a computer keyboard with speed and accuracy; change fonts within a document, set printer defaults and save documents to different directories; back-up files; format discs and copy information; read, understand and apply moderately difficult materials; proofread and detect errors in typing, spelling and punctuation; understand and carry out oral and written instructions; maintain filing systems; use dictionaries, handbooks and other reference materials; operate a computer terminal and ancillary equipment using standard word processing and other software programs and functions; maintain confidentiality; establish and maintain effective relationships with those contacted in the course of work.

Certain positions require the ability to operate transcription equipment in conjunction with word processing assignments; complete assignments within stringent time frames; and transcribe reports that contain sensitive and confidential information. Certain positions assigned to the Police Department require the ability to work with undercover and confidential information, maintaining strict confidentiality and to work in a locked, secured area.

NOTE: Positions in this class perform word processing as a major and continuing assignment. Positions may be organized on a "pool" concept, producing work for a variety of staff members within the assigned department.

Positions are differentiated from positions in the Senior Word Processing Operator class by the scope of word processing work particularly as related to advanced functions.

Supervision Received: Works under technical supervision. Work in progress and completed work is reviewed periodically.

Career Ladder Information: Experience gained in this class may serve to meet minimum requirements for promotion to Senior Word Processing Operator or a related class.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Unit of Representation - AMEA Clerical or Confidential

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