

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Word Processor Supervisor**

**Class Code: 20847**

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### **A. Purpose:**

Directs the accomplishment of an agency's written materials and documents through the use of computerized word processing equipment and software to ensure quality and timeliness.

### **B. Distinguishing Feature:**

The Word Processor Supervisor supervises word processors and other clerical support staff and provides technical assistance in the creation of an agency's documents and the use of computerized word processing equipment and software.

The Word Processor creates specialized documents by operating personal computers, related hardware, and a variety of software and is free to ascertain and create formats.

The Staff Assistant performs office support functions within well-defined procedures and guidelines.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions that may be found in positions of this class.)*

1. Supervises subordinate staff to ensure the objectives of the work unit are met.
  - a. Interviews and selects staff.
  - b. Provides training and work direction.
  - c. Approves leave requests.
  - d. Addresses staff problems and recommends disciplinary action.
  - e. Conducts performance reviews and completes performance documents.
  - f. Monitors productivity of word processors in accordance with system capabilities and established timelines.
2. Ensures effective use of existing software capabilities, and the creation of high-quality documents to save money and preserve the integrity of the paper work.
  - a. Advises requestors of software capabilities, and appropriate formats and styles of written materials.
  - b. Teaches subordinates and other staff how to use a variety of software by conducting classes and one-on-one training sessions.
  - c. Sets standards for formats and styles of documents.
  - d. Edits subordinates' and requestors' documents for correct grammar, spelling and punctuation.
  - e. Produces documents that require extreme confidentiality or expertise.
2. Manages the supply inventory, and ensures hardware is functional.
  - a. Orders and maintains an inventory of office and machine supplies.
  - b. Trains subordinates and other staff in the use and daily maintenance of hardware and peripherals.
  - c. Evaluates new equipment and software by assigning and monitoring their use, compiling data, and reporting results to management.
  - d. Performs preventive maintenance and minor repairs on hardware and peripherals, and issues service requests.
4. Performs other work as assigned.

#### **D. Reporting Relationships:**

The incumbent supervises word processors and other clerical support staff.

#### **E. Challenges:**

The incumbent is challenged to ensure that subordinates, equipment, and word processing systems are up-to-date and appropriate for the agency. This is a challenge because of the variety of systems and equipment available, the time and expertise required to properly evaluate them and teach others, and the constant changes and growth in technology. The incumbent is further challenged to set document and file management standards and maintain consistency in their use. This is challenging because it involves combating individual choices.

Problems encountered by the incumbent include prioritizing work, dealing with equipment malfunctions, and meeting deadlines.

#### **F. Decision-making Authority:**

The incumbent decides which word processing office procedures best suit the agency's needs, the priority of projects, who to hire, the content of word processing training courses, what supplies to maintain, and when to contact equipment repairmen.

Decisions referred to higher authority include final approval of personnel actions regarding salary, discipline, termination, and final determination of budget expenditures for capital assets. Work is generated for the incumbent by supervisors and managers and directed by agency policies and procedures.

#### **G. Contact with Others:**

The incumbent has daily contact with managers and other agency staff to review and prioritize work requests, and provide training on equipment and software; and occasionally with maintenance people to report machine malfunctions.

#### **H. Working Conditions:**

The incumbent works in a typical office environment.

#### **I. Knowledge, Skills and Abilities:**

Knowledge of:

- effective methods of supervision,
- the functions and capabilities of computerized word processing hard and software,
- English grammar, spelling and punctuation.

Ability to:

- organize and prioritize work,

- maintain accurate records,
- supervise,
- communicate information clearly and concisely.