LEAD WORD PROCESSING OPERATOR

DEFINITION

Under direction, organizes, coordinates and performs professional-level work in the coordination and production of a wide variety of word processing and related applications in support of all College departments and functions; performs related duties as required or assigned.

CLASS CHARACTERISTICS

This single position class has primary responsibility for coordinating, prioritizing and ensuring that word processing work is processed through a centralized word processing system in a timely and acceptable manner. Successful performance of the work requires both program organizational and written and oral communication skills to ensure that using department staff obtains their desired results within established guidelines, while operating advanced word processing equipment with graphics and other options, to produce finished documents.

EXAMPLES OF DUTIES (Illustrative Only)

- Coordinates and prioritizes activities and functions related to the production of materials in a consolidated word processing center
- Develops procedures and guidelines for the processing of such work and disseminates this information throughout the campus
- Coordinates and develops telecommunications between local and remote systems
- Confers with faculty, administration and other user staff to determine needs, finished product format, timelines and other information
- Programs and creates macros
- Tests and implements applications to accomplish the most complex and difficult production and/or specialized assignments
- Maintains files regarding management systems documentation
- Develops and maintains appropriate disk libraries for stored information
- Researches and recommends equipment and software upgrades and purchase
- Provides input into the center's budget and monitors expenses
- Initiates purchase orders and requests as required
- Personally performs varied and complex word processing activities
- Proofreads materials for accuracy, correctness and compliance with College policies and procedures
- Provides technical assistance to staff operating word processors in various departmental, divisional or administrative settings
- Maintains accurate records and prepares correspondence, reports and other written materials related to the assigned activity
- Assists in hiring and directs and reviews the work of part-time College staff and/or student assistants and instructs them in work procedures
- Assists in the selection of word processing hardware and software
- Performs related duties as required or assigned
QUALIFICATIONS

Knowledge of:

- Operation and capabilities of production word processing equipment
- Graphics and other specialized software with application to production word processing
- Editing techniques and proofreading symbols
- Basic budgetary principles and practices
- Basic principles of program organization and administration
- Standard office practices and procedures, including filing and the operation of standard office equipment
- Business mathematics
- Basic supervisory principles and practices

Skill in:

- Operating and troubleshooting advanced word processing and related hardware and software
- Analyzing system problems and developing, modifying and customizing applications
- Interpreting, applying and explaining rules, regulations and procedures
- Planning and coordinating production word processing activities
- Preparing reports, correspondence and other written materials
- Exercising sound judgment within procedural guidelines
- Directing and reviewing the work of others
- Providing work instruction to others
- Maintaining accurate records of work performed
- Establishing and maintaining effective working relationships with those contacted in the course of the work

Other Requirements:

- Must be willing to sit for extended periods of time in front of a video display terminal and maintain attention to detail

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to graduation from high school and three years of production word processing experience. Experience in an academic setting and some college level coursework in advanced word processing or a related technology are desirable.

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