

TYPIST II

DISTINGUISHING FEATURES OF THE CLASS: Work involves performance of standardized clerical tasks and operation of equipment requiring the manipulation of an alphanumeric keyboard to produce printed copy. Specific duties vary with the needs of the municipality, district, department or division. Difficulty of work assignments and leeway in the order of completion of work assignments, allowing for the use of independent judgment, distinguish this second-level typist position from entry-level typist. Work involves the processing of all or part of the paper work flow of an office or unit of an office and involves judgment in work scheduling and the evaluation of submitted data for compliance with established criteria. Supervision over the work of others is typically not a responsibility of employees in this class. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Operates a personal computer, network computer or typewriter and/or other word processing related equipment to produce from copy, rough draft or dictating machine, correspondence, reports, spreadsheets, databases, charts and other work documents;

Transcribes from copy, Dictaphone records or tapes, etc.

Collects data, types, enters, and otherwise maintains various types of records;

Files correspondence, memoranda, reports and other materials;

Indexes materials and maintains record-keeping and filing systems;

Fields questions and problems, provides information when possible, or refers to an appropriate person;

Receives telephone, and either gives routine information, or refers and re-directs callers appropriately;

Operates a variety of business office machines such as copying machines, fax machines, calculators, etc.;

Makes and checks routine arithmetical computations, as necessary;

Collects fees and accounts for monies received, as necessary;

Performs receptionist functions such as directing visitors and callers to the proper person or office and giving information of a routine nature;

May operate or relieve at a telephone station or switchboard;

Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL

CHARACTERISTICS: Good knowledge of office practices, procedures, terminology and equipment; working knowledge of business arithmetic and English; ability to operate an alphanumeric

TYPIST II (cont'd)

keyboard at an acceptable rate of speed; ability to use computer applications such as word processing and e-mail software; ability to understand and follow oral and written instructions; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships; accuracy; resourcefulness; initiative; good judgment; tact; courtesy; neat appearance.

MINIMUM QUALIFICATIONS: Either

- a) Graduation from high school or possession of a comparable diploma and one (1) year of clerical experience which must have involved some use of computer applications to enter data, maintain records or prepare reports; or
- b) Three (3) years of clerical experience which must have involved some use of computer applications to enter data, maintain records or prepare reports; or
- c) An equivalent combination of training and experience as indicated in a) and b) above.