

## WORD PROCESSING CENTER SUPERVISOR

### KIND OF WORK

Responsible supervisory clerical work involving total production responsibility for a Word Processing Center.

### NATURE AND PURPOSE

An employee in this class is responsible for supervising employees engaged in the operation of word processing equipment. A substantial portion of the employee's time is spent in the supervisory and/or training function. Supervisory responsibility includes routing flow of work, assigning and reviewing work, training employees, and making determinations concerning the hiring and general evaluation of employees. The employee must work with users of the Center in order to develop the most effective use of staff and equipment. General supervision is received from a higher level administrative employee and performance is reviewed in terms of results achieved. The employee has considerable latitude in directing the normal activities of the Word Processing Center.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Supervises a group of word processing operators engaged in the processing of a large volume of typewritten material.

Monitors and coordinates productivity of the Word Processing Center in accordance with system capabilities.

Participates directly in determinations concerning the hiring and retention of employees.

Reviews and approves use of annual and sick leave.

Trains new employees on the job and periodically reviews performance.

Counsels employees in matters regarding office procedures.

Receives, assigns and reviews work performed in the unit.

Produces typed work involving higher level of difficulty and/or confidentiality.

Instructs users of the unit concerning how to most effectively utilize the services and capabilities of that unit.

Insures that all equipment is kept in good working order.

Order supply of materials for unit.

Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Thorough knowledge of program operations and policies with respect to general functions performed.

Thorough knowledge of business English, spelling and punctuation.

Thorough knowledge of the function and capabilities of all equipment in the unit as well as the ability to communicate same to users.

Knowledge of office procedures, practices and equipment.

Ability to:

Ability to assign and evaluate the work of other clerical employees.

Ability to understand and effectively carry out complex oral and written instructions.

Ability to establish and maintain effective working relationships.

Est.: 7/79  
Rev.: 7/82  
Chd.: 1/89

T.C.:  
Former Title(s):