OFFICE OF THE SECRETARY OF STATE
DEPARTMENT OF PERSONNEL

CORRESPONDENCE OPERATOR I **Position Code: K2601**

DISTINGUISHING FEATURES OF THE CLASS:

Under general supervision, performs work requiring a familiarity with either a typewriter or word processing equipment and the terminology of the office unit to produce a variety of documents, using one or more software packages; performs routine clerical tasks in which the employee selects appropriate methods from a variety of prescribed procedures or makes simple adaptations and interpretations from a wide variety of substantive guides and manuals. The clerical steps often vary in type and sequence, depending on the task. Recognized problems are referred to others. Requires the ability to type accurately and at a working rate of speed.

ILLUSTRATIVE EXAMPLES OF WORK:

Typical duties include, but are not limited to, a combination of functions defined in the lower levels of the OPERATIONS series AND such functions as:

1. Types a range of standard materials including labels, cards, lists, records, reports, and correspondence or other documents utilizing variable information not involving complex terminology to complete pre-established form letters; requires reading of handwritten hard copy or understanding pre-recorded dictation where terminology includes most commonly used words which are readily encountered;

2. Determines proper format and mode of address using reference guides and manuals; enters standard commands to bring up forms on terminal screen, save and/or print documents; prepares mailing envelopes and materials for mailing;

3. Proofreads for general clarity, punctuation, grammar, spelling, capitalization and typographic errors;

4. Composes simple responses to routine correspondence; revises or adds data to stored documents for use in producing correspondence, statistical or financial reports;

5. Generates records/reports by applying well-defined procedures in the manipulation of stored information, as gained from beginning level departmental training in the use of word processing, spreadsheets or database application programs;

6. Operates and performs routine maintenance of a variety of office machines (typewriter, word processing equipment, copy machines, telephone, fax, microfiche reader/printer, etc.);

7. Provides some guidance and direction to lover level clerical staff in fulfilling support functions;

CORRESPONDENCE OPERATOR I (Continued)

8. May perform other routine work such as operating a keyboard controlled data entry device for a limited percentage of time;

9. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience:

Requires knowledge, skill and mental development equivalent to completion of high school, preferably including coursework in the care and operation of a typewriter or word processing equipment.

Knowledge, Skills and Abilities:

Requires ability to type accurately at a working rate of speed on either a typewriter or word processing system requires ability to follow oral and/or written instructions.

Requires working knowledge of office practices, procedures and programs.

Requires working knowledge of alphanumeric sequencing.

Requires working knowledge of basic mathematics.

Requires working knowledge of grammar, spelling and punctuation.

Requires ability to operate commonly used office equipment and perform routine maintenance.

Approved by the Secretary of State Merit Commission - March 12, 1996.
Effective - April 1, 1996.

EXAMINATION INFORMATION

Test and Weights: Written Test
Typing Test

Knowledge Tested:
- Name and Number Checking
- Filing and alphabetizing
- Spelling
- Arithmetic
- Office Methods and Procedures
- Written Instructions
- Composition, Grammar, Punctuation
- Word Processing

Length of Eligibility: 1 year