

**OFFICE OF THE SECRETARY OF STATE  
DEPARTMENT OF PERSONNEL**

**CORRESPONDENCE OPERATOR II**

**Position Code: K2602**

**DISTINGUISHING FEATURES OF THE CLASS:**

Under direction, uses some subject-matter knowledge and judgment to complete assignments utilizing either a typewriter or word processing equipment and consisting of numerous steps that vary in nature and sequence to prepare detailed documents using knowledge of varied functions of different software packages; performs clerical tasks in which the employee selects from alternative methods by adapting or interpreting substantive guides, manuals or procedures and refers problems not solvable to supervisor. This level is required to also make decisions about the adequacy and content of transactions handled in addition to following proper procedures. 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 level of this series AND such functions as:

1. Types and produces charts, statistical reports, graphs, documents, forms, memoranda and creates letters which may include legal and/or medical terminology and where an understanding of specialized terms is required to ensure clarity and accuracy; transcribes documents from handwritten hard copy or pre-recorded dictation from a variety of sources;
2. Determines proper format and mode of address; enters full range of commands to bring up forms on terminal screen, save and/or print documents; prepares mailing envelopes and materials for mailing;
3. Proofreads and edits material for appropriate punctuation, grammar, spelling, capitalization and typographical errors;
4. Composes unique responses to correspondence requiring general knowledge of program operations, rules and regulations; revises or adds data to stored documents for use in producing correspondence, statistical or financial reports;
5. Prepares and maintains word processing, spreadsheet or database files to preserve records and produce reports not requiring an extensive knowledge, but with advanced level of departmental training of application programs or procedural command language;
6. Serves as lead worker for lower level operations staff; exercises responsibility for assigning and reviewing work to ensure established methods and procedures are maintained;
7. Operates and performs routine maintenance of a variety of office machines (typewriter, word processing equipment, telephone, fax, personal computer, etc.);
8. May perform other routine work such as operating a keyboard controlled data entry device

## **CORRESPONDENCE OPERATOR II (Continued)**

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 and one year of experience as would be gained as a Correspondence Operator.

#### **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 extensive knowledge of office practices, procedures and programs.

Requires elementary knowledge of Department programs, policies and regulations.

Requires working knowledge of basic mathematics.

Requires extensive knowledge of composition, 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  
   Programs, Policies and Procedures

Length of Eligibility:                      1 year