

WORD PROCESSING CENTER COORDINATOR Tompkins County

Department: Tompkins Cortland Community College

Classification: Competitive

Labor Grade: TC# Scale: I

Approved: 10/13/78

Revised: 4/12/91

By: HH, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered two-year college or university with an Associate's Degree in Secretarial Science and one year of paid experience in the operation of word-processing equipment; **OR**
- (b) Graduation from high school or possession of a high school equivalency diploma **AND** three years of paid experience in the operation of word processing equipment; **OR**
- (c) Any equivalent combination of training and experience as described in (a) and (b) above.

NOTE: One year of experience is required and additional training beyond the associate's degree level cannot be substituted for this year of experience.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

The position has responsibility for coordinating and supervising the word processing center of the Tompkins-Cortland Community College. This is responsible administrative work involving planning, organizing and monitoring the work of the operators in the word processing center. Work is performed under general supervision of the Director of Purchasing, Support, and Communication Services with leeway allowed for exercise of independent judgment. Direct supervision is exercised over the work of Word Processing Operators, Keyboard Specialists, Proofreaders and work-study employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Assigns and insures all work orders are carried out according to schedule;
- Operates all equipment to train new employees;
- Develops and writes all materials needed to train administrative word processing users;
- Install, test and maintain all new word processing software revisions;
- Create and load keymapping file for all administrative word processing users when new revision of word processing software is loaded;
- Set up new equipment in the Word Processing Center;
- Troubleshoot all hardware problems that occur in the Word Processing Center;
- Act as word processing software consultant to administrative offices;
- Coordinate, facilitate, and assess major projects when assistance is requested;
- Reviews work for proper formatting, correct grammar and punctuation;
- Acts as liaison between word processing center and users of the center;
- Records chargebacks to department for work performed;
- Compiles and sends billing information to business office for work performed for outside agencies;
- Assists the director in budget preparation by researching information;
- Contacts vendors for ordering and reordering supplies;
- Maintains center files for purchase orders, bids to vendors and supply billings;
- Types confidential material for the College when required;
- Supervises Keyboard Specialists and other center staff including responsibility for attendance records, time cards and performance evaluations;

- Performs training in office automation and software usage.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough and up-to-date knowledge of the procedures, technology and equipment used in a word processing department and how it interacts with the publication department, MIS department and all other departments throughout the College;
- Through understanding of what equipment and software are on the market and where future trends are headed is required;
- Good knowledge of proper English and editing techniques;
- Good knowledge of business arithmetic;
- Ability to operate an alphanumeric keyboard such as a typewriter, word processor or personal computer at an acceptable rate of speed;
- Ability to plan and supervise the work of others;
- Ability to maintain good working relationships both within and outside the college;
- Ability to express ideas clearly and effectively, both orally and in writing;
- Ability to compile and record mathematical information;
- Ability to maintain accurate filing systems;
- Tact, good judgement and integrity;
- Physical condition commensurate with the demands of the position.