

## **Clerk Typist - Job Standards**

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

### KNOWLEDGE OF WORK:

- Fully understands word processing software program capabilities and can utilize it effectively
- Is computer literate, and can operate appropriate office machines (i.e., photocopier, fax, etc.)
- Can independently manage filing system (both computer filing and manual filing)
- Understands office procedures and can assist others in performing a variety of functions

### QUALITY OF WORK:

- Produces accurate and well organized typed copy, either in original form or newly created format
- Properly documents work processes and tasks to ensure easy retrieval and duplication when needed
- Treats each function and task as very important to the overall operation of the organization

### QUANTITY OF WORK:

- Produces typed copy at the rate of 65 word per minute
- Performs a variety of tasks within a given time period, in accordance with standard procedure
- Completes assigned tasks without sacrificing standards or attitude to work volumes and demands

### ORAL COMMUNICATION:

- Responds correctly to oral instruction, and communicates well in all situations
- Offers suggestions, asks for clarification, and works as effectively communicating to others

### WRITTEN COMMUNICATION:

- Employs communication tools (spellcheck, dictionary, etc.) to produce well-written documents
- Is able to write simple memo's, E-mail messages, fax messages to assist supervisor