

Word Processing Supervisor - Job Standards

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

KNOWLEDGE OF WORK:

- Is the resident expert on word processing software and hardware application
- Is capable of training word processing operators to reach a high level of word processing literacy
- Can create macro's, indexing, charts, graphs and other advanced word processing outputs
- Is familiar with various printer devices and is able to configure computers and printers for appropriate output
- Develops and maintains the computerized filing and retrieval system, including designation of server or individual CPU for various file maintenance functions

QUALITY OF WORK:

- Establishes the quality requirements (fonts, format, charts, graphs, etc.) for outputs and teaches operators to produce quality reports in a timely manner
- Determines what repetitive tasks can be automated through use of macro's and creates macro's to accommodate these repetitive functions (i.e., automatic creation of dates, salutation, etc.)
- Determines what documents should be saved as templates for future use and supervises the creation of such reports, letters, and forms
- Continually spot checks the work of others to ensure conformance to quality requirements of the organization

QUANTITY OF WORK:

- Establishes the standard production speeds (i.e., words per minute or time per document) for creating letters, documents, forms, transparencies, graphics and other output media
- Estimates the word processing requirements of executives and others who depend on the word processing department for support, and staffs accordingly
- Assigns daily and weekly work loads to appropriate operators and monitors completion of projects

PLANNING AND ORGANIZATION:

- Keeps work area neat, orderly, and highly efficient
- Ensure an adequate supply of word processing materials are on hand (paper, toner, ink cartridges, etc.) to ensure production schedules are met
- Adequately staffs department to accommodate known and anticipated needs
- Maintains a log of all production (in, out, duration, type of job) to ensure adequate measurements of productivity are created, studied and utilized for increased efficiency and productivity