

APPROVED

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Department of Personnel Administration MASSACHUSETTS DEPARTMENT OF PERSONNEL ADMINISTRATION

CLASSIFICATION SPECIFICATION

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Department of Personnel
Administration

I. STENOGRAPHER SERIES:

Stenographer I
Stenographer II
Stenographer III
Stenographer IV

II. SUMMARY OF SERIES:

Incumbents of positions in this series take dictation using a system of rapid or abbreviated communication such as shorthand, stenotyping or speedwriting; type correspondence, reports and other material; proofread transcribed and typewritten material; maintain files and records; answer telephones; prepare and mail outgoing correspondence or parcels; prepare correspondence, forms, files and reports for processing, storage or forwarding; answer inquiries; operate standard office machines and equipment; and perform related work as required.

The basic purpose of this work is to provide stenographic, typing and other clerical support for an assigned unit or agency.

III. ORGANIZATIONAL LEVELS:

Stenographer I is the entry-level clerical job in this series.

Stenographer II is the second-level clerical job in this series.

Stenographer III is the first-level supervisory job in this series or, based on agency assignment, may be the third-level clerical job in this series.

Stenographer IV is the second-level supervisory job in this series or, based on agency assignment, may be the first-level supervisory job in this series.

IV. EXAMPLES OF DUTIES COMMON TO ALL LEVELS IN SERIES:

1. Takes dictation using a system of rapid or abbreviated communication (e.g., shorthand, stenotyping, or speedwriting) and transcribes dictated material by typing.
2. Checks the accuracy and completeness of transcribed and/or typewritten material by proofreading or editing to ensure proper spelling, punctuation, form, content, clarity and conformance with original data.
3. Types material of average difficulty such as correspondence, narrative reports, memoranda, minutes of meetings, forms, lists, statistical data or reports and/or stencils from rough draft or straight copy according to standard agency format.

4. Files material such as correspondence, reports, applications, claim record cards, etc. in accordance with a prescribed classification system.
5. Answers telephone calls and provides routine information concerning agency services according to established procedure.
6. Prepares standardized forms such as routing slips, receipts etc. according to detailed procedures.
7. Receives and distributes incoming mail, memoranda, packages, etc. to appropriate individuals within the assigned unit.
8. Retrieves records such as correspondence, applications, claim record cards, etc. from files.
9. Locates and withdraws information from records by using electronic data display terminals, searching files, etc. to respond to inquiries or requests by supervisor.
10. Posts information to logs or records according to prescribed procedures.
11. Operates standard office machines and equipment requiring brief orientation for use such as photocopiers, mimeographs, other copying machines, file retrieval equipment, console (centrex) telephone systems, postage meters, microfilm or microfiche viewers or processors, calculators, adding machines, public address systems, paging devices, binders, hand collators, perforators, folders, shredders or similar equipment.
12. Reviews forms, lists, documents and/or applications for accuracy and completeness.

V. DIFFERENCES BETWEEN LEVELS IN SERIES:

Stenographer II:

Incumbents of positions at this level or higher also:

1. Type material of more than average difficulty such as contracts, legislative drafts, decisions, motions, briefs, court orders and other legal documents; medical reports such as operative notes, discharge summaries, histories, results of physical examinations, clinical notes and results of consultations; or technical or scientific manuals, manuscripts or reports.
2. Maintain records according to established procedures to ensure accurate and complete information.
3. Answer inquiries relative to laws, rules, regulations, policies and procedures governing agency services.

4. Make calculations according to prescribed formulae for the purpose of processing documents such as invoices, payments, tax returns, etc.
5. Schedule or arrange for conferences, meetings, interviews, appointments or similar activities by reserving required facilities, checking the availability of parties involved and notifying appropriate individuals of dates, times and locations to ensure the availability of facilities and attendance by appropriate individuals.
6. Prepare requisitions according to standard procedures in order to replenish supplies.
7. Notify appropriate parties, orally and in writing, of information such as court decisions, trial cancellations, patient arrivals and discharges, meetings and/or conferences, etc.
8. Issue licenses, registration plates, certificates of title, permits or identification cards by checking applications for conformance with established guidelines, completing required forms and/or operating simple cameras and laminating devices to provide applicants with official documentation of licensure.
9. Based on assignment, may operate specialized office machines or equipment requiring training by manufacturer, such as electronic data display terminals to correct or update files.

Stenographer III:

Incumbents of positions at this level or higher also:

1. Maintain records by selecting proper procedures to ensure accurate and complete information.
2. Conduct on-the-job training of assigned employees concerning routine clerical procedures, agency policies, etc.
3. Compile statistical information to be included in reports of agency activities.
4. Proofread typed material for grammatical, punctuation and spelling errors and for proper format, accuracy and completeness.
5. Compose correspondence for routine letters such as requests for information, confirmation of meetings, etc.

Stenographer IV:

Incumbents of positions at this level or higher also:

1. Explain provisions and contents of various documents and programs including effective rates, options, eligibility, benefits, etc. to employees and others.

VI. RELATIONSHIPS WITH OTHERS:

Major work contacts are with co-workers or with persons using agency services or requesting information.

VII. SUPERVISION RECEIVED:

Stenographer I:

Incumbents of positions at this level receive close supervision from stenographers, clerks, or other employees of higher grade who provide detailed instructions on all work activities and review performance through inspection for accuracy, completeness, neatness and compliance with instructions.

Stenographer II:

Incumbents of positions at this level receive direct supervision from stenographers, clerks or other employees of higher grade who provide instructions on work assignments and review performance through inspection and verbal reports for accuracy, completeness, neatness and compliance with instructions.

Stenographer III:

Incumbents of positions at this level receive direct supervision from stenographers, clerks or other employees of higher grade who provide instructions on procedures as required and review performance through conferences and reports for completeness, neatness and compliance with standard procedures.

Stenographer IV:

Incumbents of positions at this level receive general supervision from stenographers, clerks or other employees of higher grade who provide procedural guidance and review performance through conferences and reports for effectiveness, accuracy and compliance with standard procedures.

VIII. SUPERVISION EXERCISED:

Stenographer I:

None.

Stenographer II:

None.

Stenographer III:

Incumbents of positions at this level may exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to and review the performance of 1-5 clerical personnel.

Stenographer IV:

Incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to and review the performance of 1-5 clerical personnel and may exercise indirect supervision (i.e., through an intermediate level supervisor) over 6-15 clerical personnel.

IX. WORKING CONDITIONS:

Stenographers work in a typical office environment with no unusual working conditions. Based on assignment, may work in offices in hospitals, prisons or other institutions.

X. QUALIFICATIONS REQUIRED AT HIRE FOR ALL LEVELS IN SERIES:

1. Knowledge of the English language including spelling, word meaning and word usage.
2. Knowledge of a system of rapid or abbreviated communication such as shorthand, stenotyping or speedwriting.
3. Skill in taking accurate dictation at a minimum rate of 80 words per minute.
4. Skill in typing at a minimum rate of 30 mailable words per minute.
5. Ability to understand and apply the laws, rules, policies and procedures governing assigned unit activities.
6. Ability to read, write, and comprehend the English language.
7. Ability to use proper English grammar, punctuation and spelling.
8. Ability to follow written and oral instructions.
9. Ability to assemble items of information in accordance with established procedures.
10. Ability to work accurately with names, numbers, codes and/or symbols.
11. Ability to file material in accordance with standard filing procedures.
12. Ability to maintain accurate records.
13. Ability to communicate effectively in oral expression.
14. Ability to establish and maintain harmonious working relationships with others.
15. Ability to deal tactfully with others.

16. Ability to exercise discretion in handling confidential information.

Additional qualifications required at hire for Stenographer II and higher positions:

1. Knowledge of the types and applications of standard office filing systems.
2. Knowledge of clerical office practices and procedures including office record keeping, office correspondence control, the types and uses of office equipment and supplies and business letter preparation.
3. Skill in taking dictation with accuracy at a minimum rate of 100 words per minute.
4. Skill in operating general office machines and equipment such as photocopiers, mimeographs; other copying machines, file retrieval equipment, console (centrex) telephone systems, postage meters, microfilm or microfiche viewers or processors, calculators, other adding machines, public address systems, paging devices, 2-way radios, binders, hand collators, perforators, folders, electric staplers, shredders or similar equipment.
5. Ability to explain the laws, rules, policies and procedures governing assigned unit activities.
6. Ability to perform arithmetical computations (addition, subtraction, multiplication and division) with speed and accuracy.

Based on assignment the following additional qualifications may be required at hire for Stenographer II and higher positions:

1. Ability to operate specialized office machines or equipment such as electronic data display terminals.

Additional qualifications required at hire for Stenographer III and higher positions:

1. Ability to give written and oral instructions in a precise, understandable manner.
2. Ability to determine the proper format and procedure for assembling items of information.

Based on assignment the following additional qualifications may be required at hire for Stenographer III and higher positions:

1. Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources;

controlling work through periodic reviews and/or evaluations; determining subordinates' training needs and providing or arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action.

Additional qualifications required at hire for Stenographer IV positions:

1. Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources; controlling work through periodic reviews and/or evaluations; determining subordinates' training needs and providing or arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action.
2. Ability to communicate effectively in written expression.
3. Ability to exercise sound judgment.

XI. QUALIFICATIONS ACQUIRED ON JOB AT ALL LEVELS IN SERIES:

1. Knowledge of the laws, rules, policies and procedures governing assigned unit activities.
2. Knowledge of the types and uses of agency forms.
3. Knowledge of the proper telephone procedures for making and receiving agency calls.

Additional qualifications acquired on job in Stenographer I positions:

1. Knowledge of the types and applications of standard office filing systems.
2. Knowledge of clerical office practices and procedures including office record keeping, office correspondence control, the types and uses of office equipment and supplies and business letter preparation.
3. Skill in operating general office machines and equipment such as photocopiers, mimeographs, other copying machines, file retrieval equipment, console (centrex) telephone systems, postage meters, microfilm or microfiche viewers or processors, calculators, adding machines, public address systems, paging devices, 2-way radios, binders, hand collators, perforators, folders, electric staplers, shredders or similar equipment.

Based on assignment, the following additional qualifications may be acquired on job in Stenographer III positions:

1. Knowledge of the principles, practices and techniques of supervision.

Additional qualifications acquired on job in Stenographer IV positions:

1. Knowledge of the principles and practices of supervision.

XII. MINIMUM ENTRANCE REQUIREMENTS:

Stenographer I:

None.

Stenographer II:

Applicants must have at least (A) one year of full time, or equivalent part-time, experience in office work or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

- I. A diploma as evidence of graduation from the commercial or business course of a recognized high school or vocational/ technical high school may be substituted for the required experience.*
- II. A diploma as evidence of graduation from a course other than the commercial or business course of a recognized high school or vocational/technical high school or possession of a Massachusetts high school equivalency certificate may be substituted for a maximum of eight months of the required experience.*
- III. A diploma for completion of a program in a recognized, non-degree granting business or secretarial school above the high school level may be substituted for the required experience.*
- IV. An Associate's or higher degree may be substituted for the required experience.*

*Education toward such a degree or diploma will be prorated on the basis of the proportion of the requirements actually completed.

Stenographer III:

Applicants must have at least (A) two years of full-time, or equivalent part-time, experience in office work, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

- I. A diploma as evidence of graduation from the commercial or business course of a recognized high school or vocational/ technical high school may be substituted for a maximum of one year of the required experience.*

- II. A diploma as evidence of graduation from a course other than the commercial or business course of a recognized high school or vocational/technical high school or possession of a Massachusetts high school equivalency certificate may be substituted for a maximum of eight months of the required experience.*
- III. A diploma for completion of a one-year, full-time, or equivalent part-time, program in a recognized, non-degree granting business or secretarial school above the high school level may be substituted for a maximum of one year of the required experience.*
- IV. A diploma for completion of a two-year, full-time, or equivalent part-time, program in a recognized, non-degree granting business or secretarial school above the high school level may be substituted for the required experience.*
- V. An Associate's or higher degree may be substituted for the required experience.*

*Education toward, such a degree or diploma will be prorated on the basis of the proportion of the requirements actually completed.

Stenographer IV:

Applicants must have at least (A) three years of full-time, or equivalent part-time, experience in office work, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

- I. A diploma as evidence of graduation from the commercial or business course of a recognized high school or vocational/ technical high school may be substituted for a maximum of one year of the required experience.*
- II. A diploma as evidence of graduation from a course other than the commercial or business course of a recognized high school or vocational/technical high school or possession of a Massachusetts high school equivalency certificate may be substituted for a maximum of eight months of the required experience.*
- III. A diploma for completion of a one-year, full-time, or equivalent part-time, program in a recognized, non-degree granting business or secretarial school above the high school level may be substituted for a maximum of one year of the required experience.*
- IV. A diploma for completion of a two-year, full-time, or equivalent part-time, program in a recognized, non-degree granting business or secretarial school above the high school level may be substituted for a maximum of two years of the required experience.*
- V. An Associate's or higher degree may be substituted for a maximum of two years of the required experience.*

*Education toward such a degree or diploma will be prorated on the basis of the proportion of the requirements actually completed.

NOTE: Educational substitutions will only be permitted for a maximum of two years of the required experience.

XIII. SPECIAL REQUIREMENTS:

None.

Occupational Group 15

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