

**APPROVED**

MASSACHUSETTS DEPARTMENT OF PERSONNEL ADMINISTRATION

DEC 31 1987

CLASSIFICATION SPECIFICATION

Department of Personnel  
Administration

I. TYPIST SERIES:

Typist I  
Typist II

II. SUMMARY OF SERIES:

Incumbents of positions in this series type correspondence, reports and other material; proofread 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 typing and other clerical support for an assigned unit or agency.

III. ORGANIZATIONAL LEVELS:

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

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

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

1. Types material such as correspondence, narrative reports, memoranda, minutes of meetings, forms, lists, reports and/or stencils from rough draft or straight copy according to standard agency format.
2. Checks the accuracy of typewritten material by proofreading to ensure conformance with original data.
3. Files material such as correspondence, reports, applications, claim record cards, etc. in accordance with a prescribed classification system.
4. Answers telephone calls and provides routine information concerning agency services according to established procedure.
5. Prepares standardized forms such as routing slips, receipts, etc. according to detailed procedures.
6. Receives and distributes incoming mail, memoranda, packages, etc. to appropriate individuals within the assigned unit.
7. Retrieves records from files such as correspondence, applications, claim record cards, etc.
8. Locates and withdraws information from records by using electronic data display terminals, searching files, etc. in order to respond to inquiries or requests by supervisors.

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9. Posts information to logs or records according to prescribed procedures.
10. Operates standard office machines and equipment requiring brief orientation prior to use such as photocopiers, stencil duplicators, spirit duplicators, file retrieval equipment, central console telephone systems, postage meters, microfilm or microfiche viewers or processors, calculators, adding machines, public address systems, paging devices, two-way radios, binders, hand collators, perforators, folders, shredders or similar equipment.
11. Reviews forms, lists, documents, correspondence and/or applications for accuracy and completeness.

V. DIFFERENCES BETWEEN LEVELS IN SERIES:

Typist II:

Incumbents of positions at this level also:

1. Type material 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 statistical 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 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.



Based on assignment, incumbents of positions at this level may also:

1. Operate specialized office machines or equipment requiring training by manufacturers such as electronic data display terminals.
2. Transcribe dictation from dictaphones only.

VI. RELATIONSHIPS WITH OTHERS:

Major work contacts are with agency personnel, the general public or persons using agency services or requesting information.

VII. SUPERVISION RECEIVED:

Typist I:

Incumbents of positions at this level receive close supervision from Typists or other employees of higher grade who provide training and instruction, assign work and review performance through inspection for accuracy, completeness, neatness and compliance with instructions.

Typist II:

Incumbents of positions at this level receive direct supervision from clerical, administrative or other employees of higher grade who provide training and instruction, assign work and review performance through inspection and verbal reports for accuracy, completeness, neatness and compliance with instructions.

VIII. SUPERVISION EXERCISED:

Typist I:

None.

Typist II:

None.

IX. WORKING CONDITIONS:

Typists work in a typical office environment; based on assignment, incumbents may work in offices at 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. Skill in typing at a minimum rate of 30 mailable words per minute.
3. Ability to understand and apply the laws, rules, policies and procedures governing assigned unit activities.



4. Ability to read, write and comprehend the English language.
5. Ability to use proper grammar, punctuation and spelling.
6. Ability to follow written and oral instructions.
7. Ability to assemble items of information in accordance with established procedures.
8. Ability to work accurately with names, numbers, codes and/or symbols.
9. Ability to file material in accordance with standard filing procedures.
10. Ability to maintain accurate records.
11. Ability to communicate effectively in oral expression.
12. Ability to establish and maintain harmonious working relationships with others.
13. Ability to deal tactfully with others.
14. Ability to exercise discretion in handling confidential information

Additional qualifications required at hire for Typist II 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, other copying machines, file retrieval equipment, central console 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.
4. Ability to explain the laws, rules, policies and procedures governing assigned unit activities.
5. Ability to perform arithmetical computations with speed and accuracy (i.e. addition, subtraction, multiplication, division).

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 Typist 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, central console 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.

XII. MINIMUM ENTRANCE REQUIREMENTS:

Typist I:

None.

Typist 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.

XIII. SPECIAL REQUIREMENTS:

None.

Occupational Group 15

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