

KEYBOARD SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the performance of standardized clerical and substantial time operating a computer for the entry and retrieval of information using software to produce printed material, such as letters, memoranda and forms. Specific duties vary with the needs of the department. Procedures are usually fixed, but detailed instructions are given for new or difficult assignments. Work is reviewed by direct observation, by checking completed work or by periodic or spot checks.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Operates a personal computer and other office machinery or equipment;

Enters and retrieves information using computer database/spreadsheet software;

Serves as receptionist and greets clients and/or visitors;

Answers telephone, takes messages and gives out routine information;

Updates and stores department forms on a computer or word processor;

Prepares correspondence or form letters, documents, records and other written material and proof reads to insure accuracy and completeness of final document;

Maintains alphabetic, numeric and/or chronological files of correspondence, documents and materials by coding and filing new material, searching for requested material and periodically purging obsolete material;

Assists in taking inventories and may order office supplies and equipment;

Sorts, date stamps and distributes mail and packages;

May collect fees and account for monies received;

KEYBOARD SPECIALIST

Page Two

May schedule meetings and appointments;

May prepare and maintain time records and payroll data.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Working knowledge of modern office terminology, procedures, and equipment, including the use of computerized databases and word processing programs; working knowledge of business arithmetic and English; ability to type from clear copy or rough draft at an acceptable rate of speed; ability to understand and follow written and oral directions; ability to keep accurate and legible records; and clerical aptitude.

MINIMUM QUALIFICATIONS:

There are no academic or experience qualifications for this title. To be eligible for appointment, candidates must demonstrate entry level clerical aptitude and competence by successfully participating in an entry level clerical examination **and** a typing performance test.

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Last Reviewed: 1/29/03

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

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