

## ACCOUNTING TECHNICIAN 2

### **Nature of Work**

Under general supervision, performs entry level accounting support duties. The incumbent is responsible for performing routine posting and adjusting to the general ledger, processing claims and invoices, and reviewing transactions for completeness, accuracy, and compliance with state and federal laws and regulations. Performs related work as required.

### **Distinguishing Characteristics**

This is beginning level paraprofessional accounting/auditing work. Duties are distinguished by the recording and balancing of routine financial and numerical data in accordance with agency standards and work procedures.

### **Examples of Work**

Processes claims and invoices; accurately calculates and records amounts.  
Prepares bank deposits and/or checks.  
Performs routine posting and adjusting to ledger.  
Identifies and corrects own routine posting errors.  
Classifies/ codes according to a chart of accounts.  
Performs routine reconciliation reports such as bank reconciliations and batch reports.  
Maintains accounting records; gathers data and prepares financial statements and reports from records maintained.  
Contacts associates, administrators, and general public in order to obtain information, discuss changes in documents, or resolve routine problems with accounts.

### **Knowledge, Skills and Abilities**

Knowledge of basic mathematical computations.  
Knowledge of the operation of office equipment such as a copier, fax machine, and personal computer.  
Skill in the use of a calculator.  
Ability to detect and correct errors in arithmetic or to refer to proper source for correction.  
Ability to gather and compile data for use in financial reports.  
Ability to communicate effectively, both verbally and in writing.  
Ability to establish and maintain effective working relationships with others.

### **Minimum Qualifications**

#### **Training:**

Graduation from a standard four-year high school or the equivalent.

#### **Experience:**

Two years of full time or equivalent part time paid bookkeeping, accounting or related experience.

#### **Substitution:**

Successful completion of college-level accounting courses from an accredited college or university may be substituted at the rate of three semester hours equals six months experience; **OR** Successful completion of related business school or vocational training may be substituted for the experience through an established formula.

## **ADMINISTRATIVE SERVICES ASSISTANT 1**

### **Nature of Work**

Under general supervision, performs administrative work in providing support services such as fiscal, personnel, payroll or procurement in a small division or equivalent organization level. May function in an assist role or in a specialized capacity in a large agency or department. Develops or assists in developing and implements plans/procedures for resolving operational problems and in improving administrative services. Work is typically varied and includes inter- and intra-governmental and public contact. Performs related work as required.

### **Distinguishing Characteristics**

Positions in a small agency or division may be responsible for a significant administrative component; other positions assist an administrative supervisor in a large state agency. Authority to vary work methods or policy applications or to commit the agency to alternative course of action is limited.

### **Examples of Work**

Confers with inter- and intra-agency personnel to transact business, gather information, or discuss information; may be in a position with public or federal government contact.

Gathers and compiles information for state records; writes reports, balances tally sheets, and monitors inventories, purchases, and sales.

Updates records and contacts employees to gather information; represents the supervisor or unit in the area of assignment at in-house meetings.

Maintains files of information in hard copy files or electronic format; runs reports for regular or intermittent review.

Assists in determining the need for changes in procedures, guidelines and formats; devises a solution; monitors the success of solutions by devising quantitative/qualitative measures to document the improvement of services.

Assists in the writing of manuals in the area of assignment; clarifies the wording and describes new procedures accurately.

### **Knowledge, Skills and Abilities**

Knowledge of regulations, processes and procedures in the area of assignment.

Knowledge of general office practices and procedures.

Knowledge of state and federal laws and regulations related to the area of assignment.

Ability to collect and compile accurate information.

Ability to conceptualize the nature of service difficulties and devise appropriate work methods, tools, and configurations to correct the problem.

Ability to prepare flowcharts, graphs and status reports.

Ability to communicate with a wide variety of people, both orally and in writing.

Ability to perform basic arithmetic.

### **Minimum Qualifications**

#### **Training:**

Graduation from an accredited college or university. Preference may be given to candidates with a major in the area of public or business administration, accounting, industrial relations, communications or related field.

**ADMINISTRATIVE SERVICES ASSISTANT 1 - Continued**

**Substitution:**

Additional qualifying experience as described below may be substituted on a year-for-year basis for the required training.

**Experience:**

One year of full-time or equivalent part-time paid employment in a technical or advanced clerical position providing administrative services such as accounting, budgeting, project monitoring and reporting, personnel, or procurement and property.

**Substitution:**

Successful completion of graduate study in an accredited college or university in one of the above fields may be substituted for the required experience on a year for-year basis.

## **DATA ENTRY OPERATOR 1**

### **Nature of Work**

Under direct supervision, at the entry level, rapidly and accurately transcribes alpha/numeric data from routine source documents into computer usable form by operating any of several devices; uses multiple formats as guidelines for proper entry of the data. Accessing and manipulating the data normally is not required. Shift work may be necessary. Performs related work as required.

### **Distinguishing Characteristics**

Data Entry Operator 1 is production-intensive class using multiple formats as guidelines for proper entry of the data. The work requires repetitive and sustained high speed operation of data entry devices, sitting for long periods of time at fixed posture, handling confidential information and working in a production environment under demanding time pressures.

Data Entry Operator 1 is distinguished by entry-level to full performance work of a routine nature. Data Entry Operator 1's enter information from a limited number of routine source documents into a limited number of screens. Performs related work as required.

### **Examples of Work**

Enters routine to complex data for computer input using either teleprocessing terminals, key-to-disk, key-to-tape, key-to diskette or card punch machines.

Follows established guidelines such as formats for entering data.

After entering data, posts to batch ticket or production log such information as the batch type, quantity, operator's name and section, data, number processed, number rejected, etc.

Verifies data entered by other operators using either teleprocessing terminals, key-to-disk, key-to-tape, key-to diskette, or card punch machines and makes necessary corrections.

May identify errors on the source documents and make necessary corrections.

### **Knowledge, Skills and Abilities**

Ability to learn and/or to operate data entry equipment such as teleprocessing terminals, key-to-disk, key-to-tape, key-to diskette or card punch machines.

Ability to understand and follow detailed oral and written instructions.

Ability to perform repetitive tasks accurately.

Ability to establish and maintain effective working relationships with others.

### **Minimum Qualifications**

#### **Training:**

Graduation from a standard four-year high school or equivalent.

## EXECUTIVE SECRETARY

### **Nature of Work**

Under limited supervision, performs highly responsible advanced level administrative support work in providing assistance to a department secretary. Work involves independent responsibility for making limited policy interpretations in dealing with the public and acting with authority on office management and administrative functions in the absence of the supervisor. Responsibilities include high level secretarial, clerical, office management and general administrative duties with primary emphasis on relieving the supervisor of administrative details. Work is performed in strict confidence and in accordance with modern professional secretarial principles and techniques. Supervision may be exercised over subordinate office clerical personnel. Performs related work as required.

### **Examples of Work**

Performs a variety of administrative tasks for the supervisor including organizing an appointment calendar, screening visitors and telephone calls, making travel arrangements, answering routine correspondence, accumulating information for reply to requests by correspondence and/or telephone.

Takes dictation of a confidential and technical nature from the supervisor or transcribes dictation from a transcribing machine.

Types correspondence, reports, forms, contracts, bulletins, manuals, narratives and other documents and related office material which may require a familiarity with specialized terminology such as medical and/or legal terms.

Independently composes and types correspondence for the supervisor's signature from general instruction or marginal notes.

Supervises the clerical operation of the office; directs the clerical staff on departmental or divisional policies and procedures.

Gathers and computes information for the supervisor on special assignments, regular reports, budgets or speeches.

Schedules conferences and meetings; contacts individuals to participate, assuring convenient time for all those involved or arranges time changes convenient to all participants, arranges meeting facilities, transportation for guest participants and/or speakers; takes minutes of meetings and transcribes minutes and assures appropriate distribution of copies.

Maintains and organizes the office files; assures that proper security measures are followed concerning confidential files and materials; maintains supervisor's manuals, regulations, staffing patterns, etc.

Assists the supervisor in planning and analyzing specific office problems affecting operations; advises the supervisor of the current situation and problems resulting; and makes recommendation of possible solutions.

### **Knowledge, Skills and Abilities**

Knowledge of modern office procedures, practices, and equipment.

Knowledge of agency rules, regulations, and procedures.

Ability to maintain detailed records according to a prescribed format.

Ability to retrieve and utilize information from multiple sources to complete assignments.

Ability to compose correspondence dealing with routine inquiries regarding the services or procedures of the organizational unit.

Ability to plan, schedule, assign and review the work of other employees.

Ability to take dictation or operate a transcribing machine.

Ability to deal with the public in an effective and courteous manner, and to establish and maintain effective working relationships with superiors, subordinates, associates, other organizations, and the general public.

Ability to analyze operational procedures and prepare reports of findings and recommendations for modifications.

Ability to operate standard office equipment.

Ability to add, subtract, divide, and multiply whole and fractional numbers.

### **Minimum Qualifications**

#### **Training:**

Graduation from a standard four-year high school or equivalent.

## **Executive Secretary – Continued**

### **Experience:**

Six years of full-time or equivalent part-time paid secretarial experience, two years of which must have included administrative support or complex clerical duties.

### **Substitution:**

Successful full-time study in an accredited college or university or related business or vocational school training may be substituted through an established formula for the required experience outside the area of assignment.

## HEALTH SERVICE WORKER

### **Nature of Work**

Under direct supervision, performs work at the full performance level providing basic personal and nursing care related to the treatment, habilitation and rehabilitation for the mentally and/or physically challenged at state operated facilities or in a community setting. Performs basic nursing care under direct supervision; performs basic personal and/or therapeutic treatment duties. Travel may be required. Performs related work as required.

### **Distinguishing Characteristics**

This is full-performance level work providing basic care. The incumbents have successfully completed training courses and/or have passed competency skills and written tests.

### **Examples of Work**

Participates in a formal training program to develop the knowledge and abilities required for the class and for career growth and opportunity.

Provides required personal care and hygiene services for clients such as bathing, grooming, dressing, and feeding clients.

Teaches clients basic skills for the development of daily living habits regarding cleanliness, personal hygiene, dressing, and eating skills, etc.

Motivates and encourages clients to promote their treatment and development by engaging in one-to-one discussions and supportive relationship with the clients.

Provides nursing care such as taking temperature, blood pressure, pulse readings, and performs routine treatment and first-aid under the direction of a licensed practical nurse, registered nurse or physician.

Interacts with clients in a therapeutic manner.

Participates with other treatment team members in overall programmatic rehabilitation activities to facilitate change in the clients' behavior.

Oversees or participates in planned recreational and social programs.

Observes records and reports clients' behavior, attitudes and physical condition and reports significant changes to proper staff.

Escorts clients to meals, therapy, medical appointments and scheduled activities within and outside the facility.

Performs duties necessary to maintain a safe, clean and orderly living and work area.

### **Knowledge, Skills and Abilities**

Knowledge of the concepts of mental health, health disorders and related physical conditions and treatment approaches.

Knowledge of simple nursing care, first-aid and personal and environmental hygiene.

Knowledge of the policies and procedures of the department, facility or service entity.

Ability to provide simple nursing care, personal care and hygiene.

Ability to perform established treatment and programmatic activities.

Ability to teach clients eating, bathing, dressing, grooming and other self-care skills.

Ability to observe, record and report clients' behavior, attitudes and physical condition.

Ability to perform basic arithmetic.

Ability to observe the rights and personal dignity of clients.

Ability to maintain effective working relationships with clients and other employees.

### **Minimum Qualifications**

#### **Training:**

Education equivalent to graduation from a standard high school or equivalent.

#### **Experience:**

One year of full-time or equivalent part-time paid or volunteer experience in the care, treatment and development of the physically challenged or mentally ill or mentally retarded.

## **Health Service Worker – Continued**

### **SPECIAL REQUIREMENT FOR HEALTH DEPARTMENT**

Preference will be given to applicants who have completed an approved Nursing Assistant course from an approved Vocational Education Technical Center or other approved program or certification by Department of Health as Health Service Worker.

**Applicants for positions in long-term care facilities or long term care units must meet the following requirements:**

- 1) Registration with the Nurse Aide Registry by passing a written and manual skills competency evaluation; **OR**
- 2) Sit for the written and manual skills competency evaluation within twenty-four (24) months of completing a state-approved curriculum which includes at least eighty (80) hours of instruction and thirty-two (32) hours of clinical supervision; **OR**
- 3) Certification through reciprocity from an out-of-state program approved by the state agency.



## **LABORER**

### **Nature of Work**

Performs unskilled, light and heavy manual tasks in a wide variety of construction and maintenance work. Some assignments require limited skills which can be readily learned on the job. Works under the close supervision of a superior in performing new or non-routine tasks and under general supervision when performing routine and repetitive tasks. Work is performed both indoors and outdoors in all weather conditions and requires physical strength to lift heavy objects. Performs related work as required.

### **Examples of Work**

Picks up trash and debris and empties trash barrels.  
Cleans pit toilets and comfort stations.  
Paints and stains outbuildings and outdoor equipment.  
Shovels snow and applies salt and sand as necessary.  
Digs holes and drainage trenches, cleans out culverts with pick and shovel.  
Loads and unloads trucks with sand, gravel, and waste material using hand tools.  
Cuts grass with a hand scythe or hand mower.  
Loads and unloads equipment and supplies using a handtruck.  
Moves furniture and equipment located in state buildings.

### **Knowledge, Skills and Abilities**

Knowledge of hand tools and maintenance techniques to keep them in good condition.  
Ability to use simple hand tools and motorized equipment.  
Ability to understand and follow oral instructions.  
Ability to lift heavy objects and perform other strenuous tasks.

### **Minimum Qualifications**

#### **Training:**

No formal education required.

## OFFICE ASSISTANT 1

### **Nature of Work**

Under close supervision, performs entry level work in a variety of routine clerical tasks within prescribed procedures and guidelines. Performs related work as required.

### **Distinguishing Characteristics**

Performs routine clerical tasks as a predominant portion of the job. Tasks may include sorting and filing documents, typing routine forms and labels, sorting and distributing mail. May enter data using a video display terminal and make inquiries into the system; data work is limited to a few simple applications.

At this level, the predominant tasks are of a routine nature with well-structured directives for completing the work. Work is learned through repetition and requires ability to learn the steps in the series of related tasks, which are typically a part of a broader work function. Work is reviewed for completeness and accuracy or provides an inherent system of checks. Contacts are typically informational; position is limited in authority for independent action.

### **Examples of Work**

Sorts and files documents numerically, alphabetically or according to other predetermined classification criteria; pulls material from files upon request.

Types routine correspondence, forms, and labels.

Operates office equipment such as adding machines, electrical calculating or copying machine or other machines requiring no special previous training.

Answers telephone; takes messages; routes calls; answers general information questions.

Receives, sorts and distributes incoming and outgoing mail and performs messenger work.

Inventories, stocks and distributes office supplies.

Counts, collates, codes, sorts, staples and inserts forms in envelopes.

Posts information to log or ledger for record-keeping purposes.

Collects, receipts, counts and deposits money.

May record and maintain time/attendance records for unit or section.

May enter data into a video display terminal; may make inquiries into the system; may run a mailing list.

May microfilm documents for record maintenance.

### **Knowledge, Skills and Abilities**

Knowledge of office procedures and methods.

Knowledge of business English, spelling and arithmetic.

Ability to operate the common types of office equipment incidental to the job.

Ability to maintain routine clerical records and to prepare reports from these records.

Ability to understand and follow oral and written instructions.

### **Minimum Qualifications**

#### **Training:**

Education equivalent to graduation from a standard four-year high school.

## OFFICE ASSISTANT 3

### **Nature of Work**

Under general supervision, performs advanced level, responsible and complex clerical tasks of a complicated nature involving interpretation and application of policies and practices. Interprets office procedures, rules and regulations. May function as a lead worker for clerical positions. Performs related work as required.

### **Distinguishing Characteristics**

Performs tasks requiring interpretation and adaptation of office procedures, policies, and practices. A significant characteristic of this level is a job inherent latitude of action to communicate agency policy to a wide variety of people, ranging from board members, federal auditors, officials, to the general public.

### **Examples of Work**

Analyzes and audits invoices, bills, orders, forms, reports and documents for accuracy and initiates correction of errors.

Maintains, processes, sorts and files documents numerically, alphabetically, or according to other predetermined classification criteria; researches files for data and gathers information or statistics such as materials used or payroll information.

Types a variety of documents from verbal instruction, written or voice recorded dictation.

Prepares and processes a variety of personnel information and payroll documentation.

Plans, organizes, assigns and checks work of lower level clerical employees.

Trains new employees in proper work methods and procedures.

Answers telephone, screens calls, takes messages and complaints and gives information to the caller regarding the services and procedures of the organizational unit.

Receives, sorts and distributes incoming and outgoing mail.

Operates office equipment such as electrical calculator, copying machine or other machines.

Posts records of transactions, attendance, etc., and writes reports.

Files records and reports.

May operate a VDT using a set of standard commands, screens, menus and help instructions to enter, access and update or manipulate data in the performance of a variety of clerical duties; may run reports from the database and analyze data for management.

### **Knowledge, Skills and Abilities**

Knowledge of office methods of practices and procedures.

Knowledge of business English, spelling and arithmetic.

Knowledge of program operations and policies with respect to general functions performed.

Ability to maintain or supervise the maintenance of records of some complexity and to prepare reports and tabulations from these records.

Ability to establish and maintain effective working relationships with other employees and the public.

Ability to understand and effectively carry out complex oral and written directions.

### **Minimum Qualifications**

#### **Training:**

Graduation from a standard high school or the equivalent.

#### **Experience:**

Four (4) years of full-time or equivalent part time paid experience performing routine office work.

#### **Substitution:**

College hours, related business school, or vocational training may be substituted through an established formula for the required experience.

## PARALEGAL

### **Nature of Work**

An employee in this class assists an attorney or administrative superior in a legal setting by conducting research of legal sources such as statutes, regulations, legal opinions and related documents necessary for the preparation of briefs, pleadings and appeals. In a regulatory setting the incumbent may review and approve applications and reports for compliance with laws and regulations. The work may involve the preparation of case summaries and reports of pertinent facts in hearings attended. Considerable contact is maintained with attorneys and judicial personnel in the compilation of information. The incumbent may direct an office clerical staff. Performs related work as required.

### **Examples of Work**

Researches legal sources such as statutes, recorded judicial decisions and legal codes.  
Writes abstracts of evidence presented at administrative hearings and summaries of information on hearings or claims.  
Writes transcripts of appeal proceedings and transmits a copy of such transcripts to the appeal or hearing board.  
Directs clerical personnel in the typing and preparation of briefs and legal documents.  
Writes transcripts or hearings of appeals proceedings and transmits copy of such transcripts to the appeal or hearing board.  
Maintains records of all cases before counsel including briefs submitted, rulings and opinions and all cases appealed to the Supreme Court of Appeals.  
Attends hearings before the appeal or hearing board or the Supreme Court of Appeals.  
Keeps abreast of changes in agency or departmental laws, rules and regulations as well as state, federal and local laws relating to the area of assignment.  
Collects and summarizes information from books and periodicals for review by a responsible administrator or counsel.  
Composes routine correspondence.  
May maintain office statistical records.  
May prepare legal documents for civil action in tax cases.  
Monitors the movement of pending legislation in order to answer questions for departmental or agency personnel.

### **Knowledge, Skills and Abilities**

Knowledge of the broad principles and application of law, evidence, pleadings, and judicial procedure in West Virginia.  
Knowledge of and ability to effectively utilize the English language.  
Knowledge of legal citations.  
Ability to gather and interpret pertinent statutory and regulatory provisions and present findings in a logical and persuasive written form.  
Ability to supervise personnel engaged in clerical duties.  
Ability to understand governmental organization and operation.

### **Minimum Qualifications-**

#### **Training:**

Successful completion of a Paralegal (Legal Assistant) training program. Substitution: Two years of full-time or equivalent part-time paid experience in a legal setting which required performing legal research, reading and interpreting laws, and preparing legal documents, under the supervision of an attorney may substitute for the required training.

## WORD PROCESSOR

### **Nature of Work**

Under close supervision, at the full-performance level, performs skilled operation of word processing equipment such as a memory typewriter, a personal computer, or other electronic keyboard to produce draft and final copies of a variety of typed materials such as letters, memos, reports, newsletters, brochures, articles, functional statements, legal motions, briefs, contracts, etc. This class is limited to those positions where the primary function is the operation of word processing equipment capable of data storage, formal coding, and/or text editing in a production setting requiring advanced typing skills. It is not intended for use in general office settings where workers use word processing equipment in lieu of typewriters in the course of daily clerical support. Performs related work as required.

### **Examples of Work**

Creates and sorts numerical and/or alphabetic data files.

Chooses form and format for routine correspondence and reports; follows given instructions for new or more complex tasks; may suggest style of format to users.

Refers to equipment manuals to determine methods for operating equipment and coding; refers to departmental manuals for commonly used formats.

Inserts and deletes information; moves material from document to document; merges items; searches for spelling errors; searches and replaces items globally.

Stores information on disk or other magnetic storage medium; retrieves information from storage medium for revision or printing.

Specifies and executes printer control commands such as single or double space, special margins, last line instructions, etc.

Proofreads printed materials to ensure accuracy and proper grammar, corrects errors, and reprints the copy.

Deletes obsolete documents from storage.

### **Knowledge, Skills and Abilities**

Knowledge of grammar, spelling and punctuation.

Knowledge of standard office procedures and practices.

Skills in using the text editing functions of the word processing equipment.

Ability to type accurately and rapidly.

Ability to edit documents without altering the intended legal meaning.

Ability to read equipment and departmental manuals and implement their instructions.

### **Minimum Qualifications**

#### **Training:**

Education equivalent to graduation from a standard high school or the equivalent.

#### **Experience:**

One year of full-time or equivalent part-time paid experience in an office clerical position requiring word processing.

#### **Substitution:**

Completion of formalized training in word processing from a business or vocational school may substitute through an established formula for six months of the required experience.

