This reference guide was designed to assist business, marketing, and management educators in locating textbook/instructional materials for use in teaching duty areas and task lists for grades 11-14. Duty areas and task lists are matched with selected textbook/instructional publications for the secretarial, general office clerk, and information processing curriculum clusters. Sixteen duty areas are included from these three clusters: (1) preparing client documents; (2) preparing court documents; (3) taking and transcribing dictation; (4) editing and correcting documents, records, and files; (5) coordinating and performing activities for employer; (6) filing materials manually; (7) performing financial activities; (8) inputting and storing documents and files; (9) preparing medical records and insurance forms; (10) maintaining office equipment; (11) maintaining office supplies and forms; (12) organizing and planning; (13) printing, distributing, and receiving output; (14) performing clerical activities; (15) processing mail; and (16) typewriting activities. A master list of 195 sources of data is included. A matrix of the 195 textbook/instructional materials classified by duty area is included. The bulk of this document contains selected duty areas and task lists identified with the 195 textbooks/instructional materials. Each entry includes these elements: (1) author's last name; (2) complete reference and reference number; (3) textbook/instructional materials number; and (4) duty area(s), its task name, and its page or job number in the source. (NLA)
REFERENCE GUIDE FOR TEACHING SELECTED DUTY AREAS FROM
BUSINESS, MARKETING AND MANAGEMENT OCCUPATIONS

prepared for the
Illinois Plan for Business, Marketing
and Management Education
John H. Rich
Illinois State University

Illinois State Board of Education
Department of Adult, Vocational
and Technical Education
Springfield, Illinois

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Vocational and Technical Education using federal Carl D. Perkins Vocat-
tional Education funding.
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PREFACE

The Reference Guide is part of the Illinois Plan for Business, Marketing and Management Education. The guide was developed to assist secondary, postsecondary and adult occupational teachers in locating textbook/instructional materials for use in teaching selected duty areas and task lists which are part of the Education for Employment System.

The duty areas and task lists utilized were selected from those prepared under contract with the Illinois State Board of Education/Department of Adult, Vocational and Technical Education ("Illinois Competency Based Vocational Education Project," contract number PS-10-130).

The guide was produced through the efforts of business, marketing and management educators and personnel of publishing companies who supplied the textbook/instructional materials. The contributions of these educators and publishers are to be commended.
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INTRODUCTION

This Reference Guide was designed and prepared to assist business, marketing and management educators in locating textbook/instructional materials for use in teaching duty areas and task lists. Duty areas and task lists are matched with selected textbook/instructional publications for the Secretarial, General Office Clerk and Information Processing curriculum clusters.

The duty areas and task lists utilized were taken from the Illinois State Board of Education/Department of Adult, Vocational and Technical Education (ISBE/DAVTE) Education for Employment Task Lists. The textbook/instructional materials used are copyrighted materials from publishing companies which service the business, marketing and management education areas. The Reference Guide primarily includes preparation level textbook/instructional materials typically taught in grades 11-14. Orientation level information usually offered in grades 9-10 is generally not included.

Sixteen duty areas are included from the Secretarial, General Office Clerk and Information Processing curriculum clusters. The 16 duty areas selected are:

A. Preparing Client Documents
B. Preparing Court Documents
C. Taking and Transcribing Dictation
D. Editing and Correcting Documents, Records and Files
E. Coordinating and Performing Activities for Employer
F. Filing Materials Manually
G. Performing Financial Activities
H. Inputting and Storing Documents and Files
I. Preparing Medical Records and Insurance Forms
J. Maintaining Office Equipment
K. Maintaining Office Supplies and Forms
L. Organizing and Planning
M. Printing, Distributing and Receiving Output
N. Performing Clerical Activities
O. Processing Mail
P. Typewriting Activities
Introduction

These 16 duty areas are primarily skill development in nature; the duty areas excluded are generally managerially oriented. Therefore, the 16 duty areas included in the Reference Guide are primarily to help prepare for functioning in an office but not to prepare for being an office manager.

To reduce or eliminate duplication of tasks, all task lists for duty areas common to Secretarial, General Office Clerk and Information Processing curriculum clusters are combined into a single condensed task list. For example, if a task is included in more than one curriculum cluster, textbook/instructional material is recommended for use in teaching that task in all identified curriculum clusters.

An informal survey of several business, marketing and management education teachers indicated a unanimous preference for a single condensed list to assist in selection of textbook/instructional materials for use in teaching various duty areas and task lists. The single condensed task list provides a more usable and efficient Reference Guide.

A list of publishers was developed from rosters of convention exhibitors, library information, suggestions from business, marketing and management teachers and personal knowledge of the area. Publishers were contacted by telephone, by letter and in person.

Requests for examination copies of materials did not identify specific publications. Personnel of publishing companies provided the materials they considered appropriate for use in teaching the 16 duty areas. A limited number of textbooks were received which were primarily orientation level, and some were managerially oriented and more appropriate for higher level instruction. These publications are included in the Reference Guide.
Introduction

Generally textbook/instructional materials are for regular curriculum usage as opposed to special needs curricula.

Several business, marketing and management teachers assisted with preparation of the Reference Guide by matching duty area and task lists with textbook/instructional materials. Individual worksheets matching duty area and task lists with textbook/instructional materials were prepared for each publication.

Major components of the Reference Guide for Teaching Selected Duty Areas from Business, Marketing and Management Occupations are a master list of sources of data from publishers, a matrix of textbook/instructional materials showing the duty areas included, and a reference section indicating duty areas and tasks included in each publication.


*Page number to locate the publication in the Selected Duty Areas and Task Lists Identified with Textbook/Instructional Materials section of the guide.*
Master List of Sources of Data


Master List of Sources of Data


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<th>Author(s)</th>
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<td>H. M. Rowe Company</td>
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<td>Haggblade, B., &amp; Wanous, S. J.</td>
<td>Keyboarding/typing: For personal applications</td>
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<td>Holmes, M. B., &amp; Bartholome, L. W.</td>
<td>Basic keyboarding applications: Micro world</td>
<td>(1986a)</td>
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<td>House, C. R., &amp; Sigler, K.</td>
<td>Reference manual: For the office</td>
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Master List of Sources of Data


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Master List of Sources of Data


MATRX OF TEXTBOOK/INSTRUCTIONAL MATERIALS CLASSIFIED BY DUTY AREA

How to Read Matrix

In the Matrix a number is assigned to each book, and a letter is assigned to each duty area. The number assigned to a book is the same number assigned to that book in the Master List of Sources of Data (page 4). The letters assigned to duty areas are as follows:

A. Preparing Client Documents
B. Preparing Court Documents
C. Taking and Transcribing Dictation
D. Editing and Correcting Documents, Records and Files
E. Coordinating and Performing Activities for Employer
F. Filing Materials Manually
G. Performing Financial Activities
H. Inputting and Storing Documents and Files
I. Preparing Medical Records and Insurance Forms
J. Maintaining Office Equipment
K. Maintaining Office Supplies and Forms
L. Organizing and Planning
M. Printing, Distributing and Receiving Output
N. Performing Clerical Activities
O. Processing Mail
P. Typewriting Activities

For example, Book 1 in the Matrix (page 18) refers to the first listing in the Master List of Sources of Data:


This book includes materials which may be utilized in teaching the duty areas indicated in the Matrix with an "x." Following the letter assignment listed above, the duty areas found in Book 1 are: (D) Editing and Correcting Documents, Records and Files, (G) Performing Financial Activities, (H) Inputting and Storing Documents and Files, (M) Printing, Distributing and Receiving Output and (N) Performing Clerical Activities.

Publishers supplied a few publications which did not completely comply with criteria for inclusion. These publications were not directly identified with any specific duty area but are included in the Matrix with the notation "not applicable" entered under Duty Area. For further information consult the listing for these publications in the Selected Duty Areas and Task Lists Identified with Textbook/Instructional Materials portion of the guide.
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</table>
SELECTED DUTY AREAS AND TASK LISTS IDENTIFIED WITH
TEXTBOOK/INSTRUCTIONAL MATERIALS

How to Read

A standard format is utilized for identifying the selected duty areas and task lists covered in the textbook/instructional materials. All pages begin with the header "Duty Areas/Task Lists/Instructional Materials." At the top right on the header line is a number and name identifying the publication being reviewed. The number refers to the number of publication in the Master List of Sources of Data, and the name refers to the last name of the first author of each publication.

The reference lines on the first page for each publication include a complete bibliographical reference plus an identification of the type of publication (for example, application or simulation) and the number of pages or jobs in the publication when possible. The ISBN number was included when available. The primary portion of the first page for each publication includes a list of all duty areas included in the Reference Guide. Each duty area is marked with an "X" in the "YES" column if the publication includes material which may be useful in teaching part or all of the tasks included in the duty area. If no material was located in the publication for use in teaching any part of the duty area, an "X" is placed in the "NO" column. If the publication does not include instructional material for any of the duty areas included in the Reference Guide, a note at the bottom of the page gives a brief explanation of what is included in the publication.

The second and all succeeding pages for each publication match the duty areas and task names with page numbers, job numbers or packet numbers identifying location in the publication where material may be located for instructional use. Duty areas and task names are included in this portion of the guide only if instructional material is included in the publication. Some books include material which may apply to more than one curriculum cluster. For example, some typewriting books include material which may also be utilized in information processing; however, the books may or may not provide information on how to use the material in an information processing class. In the duty areas "Inputting and Storing Documents and Files" and "Typewriting Activities," keying from printed copy (arranged or unarranged) may be included under the task "Key 'or Type) from longhand or edited rough draft."
### Duty Areas Included

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<th>Activity</th>
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<td>X</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
<td></td>
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<tr>
<td>Processing Mail</td>
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<td>Typewriting Activities</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>26-28</td>
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<tr>
<td>Verify data and correct errors</td>
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### Duty Area: Performing Financial Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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<tr>
<td>Process forms manually</td>
<td>10-12, 13-15, 16-19</td>
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<tr>
<td>charge slips</td>
<td>16-19</td>
</tr>
<tr>
<td>payments</td>
<td></td>
</tr>
<tr>
<td>accounts payable invoices</td>
<td>16-19</td>
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<tr>
<td>requisitions prepared by others</td>
<td>7-9</td>
</tr>
<tr>
<td>Prepare business forms manually</td>
<td>5-6, 10-12, 13-15, 16-19</td>
</tr>
<tr>
<td>itemized bills, invoices or statements</td>
<td>15, 17</td>
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<tr>
<td>bank deposits</td>
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<tr>
<td>Control inventory using calculator</td>
<td>4, 5, 6, 7-9</td>
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<tr>
<td>merchandise</td>
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<tr>
<td>Prepare business forms using calculator</td>
<td>14-15, 20-22, 7-9, 23-25</td>
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<tr>
<td>payroll</td>
<td></td>
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<tr>
<td>financial statements</td>
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</tr>
<tr>
<td>Reconcile forms</td>
<td>10-12</td>
</tr>
<tr>
<td>cash count with payments</td>
<td>16-19</td>
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<tr>
<td>bank statements</td>
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<tr>
<td>Approve bills for payments</td>
<td>16-19</td>
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DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>key documents from longhand or edited rough draft</td>
<td>26-28</td>
</tr>
<tr>
<td>Input data</td>
<td></td>
</tr>
<tr>
<td>into spreadsheet formats</td>
<td>29-30</td>
</tr>
<tr>
<td>from source documents</td>
<td>27</td>
</tr>
<tr>
<td>into graphs and charts</td>
<td>29-30</td>
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<tr>
<td>into database files</td>
<td>27, 29-30</td>
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<tr>
<td>Maintain computer files</td>
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<tr>
<td>store repetitive material</td>
<td>27</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>26-28, 29-30</td>
</tr>
<tr>
<td>Key meeting minutes from longhand or edited rough draft</td>
<td>28</td>
</tr>
<tr>
<td>Key tabular information</td>
<td>28</td>
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DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>26-28, 29-30</td>
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DUTY AREA: Performing Clerical Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Prepare documents for use by others</td>
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</tr>
<tr>
<td>duplicate materials on photocopier</td>
<td>28</td>
</tr>
<tr>
<td>compile worker production log</td>
<td>26-28</td>
</tr>
<tr>
<td>compile documents and batch tickets for daily entry</td>
<td>4-19</td>
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<tr>
<td>maintain payroll processing procedures manual</td>
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### Duty Areas Included

<table>
<thead>
<tr>
<th>Activity</th>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
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<tr>
<td>Preparing Court Documents</td>
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<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
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<td>X</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
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<tr>
<td>Organizing and Planning</td>
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<td>X</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<td></td>
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<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td>X</td>
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<tr>
<td>Processing Mail</td>
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<td>Typewriting Activities</td>
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### Duty Areas/Task Lists/Instructional Materials

#### 2. Allen

**DUTY AREA: Editing and Correcting Documents, Records and Files**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and</td>
<td>57-70, 71-86, 87-106, 107-110</td>
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<tr>
<td>typographical errors</td>
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<tr>
<td>Maintain files</td>
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<tr>
<td>- add new record to files</td>
<td>25, 49, 50, 51</td>
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<tr>
<td>- update existing records in files</td>
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**DUTY AREA: Performing Financial Activities**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Prepare business forms using computer payroll</td>
<td>57-70, 71-86, 87-106, 107-110</td>
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**DUTY AREA: Inputting and Storing Documents and Files**

<table>
<thead>
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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Input data from source documents</td>
<td>57-70, 71-86, 87-106, 107-110</td>
</tr>
<tr>
<td>Maintain computer files</td>
<td>25, 49, 50, 51, 57-70, 71-86, 87-106, 107-110</td>
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<tr>
<td>store documents on disks</td>
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DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed</td>
<td>51, 54, 57-70, 71-86, 87-106, 107-110</td>
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<tr>
<td>(fanfold or pinfeed) or single sheet paper</td>
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<td>Print information according to sort criteria</td>
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REFERENCE:


**DUTY AREAS INCLUDED**

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<tr>
<td>Preparing Court Documents</td>
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<td>X</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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<td></td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<td>X</td>
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<tr>
<td>Filing Materials Manually</td>
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<td>X</td>
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<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
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<tr>
<td>Organizing and Planning</td>
<td>X</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
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<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
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<tr>
<td>Processing Mail</td>
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<tr>
<td>Typewriting Activities</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

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<td>Manipulate text</td>
<td>67-68, 79, 85</td>
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<td>delete text, files or records from storage</td>
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<td>Maintain files</td>
<td>66-67, 79, 85, 255-256, 268-269</td>
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<tr>
<td>update existing records in files</td>
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### Duty Area: Performing Financial Activities

<table>
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<td>Process forms manually</td>
<td>116, 134, 195, 214-215, 222, 233</td>
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<td>charge slips</td>
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<td>146-148, 160, 166, 174-175, 198, 214-215, 222-223</td>
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<td>accounts payable invoices</td>
<td>146-147, 160-166, 197, 214-215, 222-223</td>
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<td>Prepare business forms manually</td>
<td>93-94, 103-104, 109-110</td>
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<td>itemized bills, invoices or statements</td>
<td>261-262, 270, 285</td>
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<td>quarterly tax reports</td>
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<td>Process forms using computer</td>
<td>178-182, 186, 190, 208, 216, 224</td>
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<td>financial statements</td>
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<tr>
<td>Control inventory using computer</td>
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<td>merchandise</td>
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### DUTY AREA: Performing Financial Activities (Continued)

<table>
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<tbody>
<tr>
<td>Prepare business forms using calculator payroll</td>
<td>249-252, 268-269, 282-284</td>
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<tr>
<td>Reconcile forms bank statements</td>
<td>21-28, 33-38</td>
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<tr>
<td>Process journal entries manually make journal entries</td>
<td>200-201, 231-232, 238, 242</td>
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<td>Draft budget estimates</td>
<td>42-43, 46, 57, 61</td>
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### DUTY AREA: Inputting and Storing Documents and Files

<table>
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<td>134, 140, 151-152, 160,</td>
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<td>166, 175-177, 186, 190,</td>
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<td>203-208, 215, 223, 232,</td>
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<td>233, 238, 242, 255-256,</td>
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<td></td>
<td>267-269, 282-284</td>
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<tr>
<td>into database files</td>
<td>97, 104</td>
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### DUTY AREA: Organizing and Planning

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<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Establish and update procedures and standards</td>
<td>4-8, 299-300, 301-306</td>
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<td>establish procedures for use of clerical/administrative services</td>
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</table>
### Duty Areas: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Numbers</th>
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</table>

### Duty Area: Performing Clerical Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Numbers</th>
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</thead>
<tbody>
<tr>
<td>Prepare office for daily use</td>
<td>12</td>
</tr>
<tr>
<td>perform data protection procedures during power failure</td>
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</table>
DUTY AREAS INCLUDED  YES  NO

Prepare Client Documents
Prepare Court Documents
Taking and Transcribing Dictation
Editing and Correcting Documents, Records and Files
Coordinating and Performing Activities for Employer
Filing Materials Manually
Performing Financial Activities
Inputting and Storing Documents and Files
Preparing Medical Records and Insurance Forms
Maintaining Office Equipment
Maintaining Office Supplies and Forms
Organizing and Planning
Printing, Distributing and Receiving Output
Performing Clerical Activities
Processing Mail
Typewriting Activities
### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA: Editing and Correcting Documents, Records and Files**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
</tr>
<tr>
<td>search and replace text</td>
<td>149-153, 161-162</td>
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<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>rename files</td>
<td>63, 69, 131, 285</td>
</tr>
<tr>
<td>maintain backup files</td>
<td>32, 226, 229</td>
</tr>
<tr>
<td>copy one disk to another</td>
<td>89-92, 97-98</td>
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<tr>
<td>add data to backup files</td>
<td>59, 65, 69, 133, 141, 143-144</td>
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<tr>
<td>delete data from backup files</td>
<td>66, 67, 98, 132, 143-144</td>
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**DUTY AREA: Inputting and Storing Documents and Files**

<table>
<thead>
<tr>
<th>TASK NAME</th>
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</thead>
<tbody>
<tr>
<td>Initialize disks</td>
<td>46, 53, 283</td>
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<tr>
<td>Maintain computer files</td>
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<tr>
<td>create backup files</td>
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<td>store documents on disks</td>
<td>50</td>
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**DUTY AREA: Printing, Distributing and Receiving Output**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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### DUTY AREA: Coordinating and Performing Activities for Employer

<table>
<thead>
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<th>TASK NAME</th>
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</table>
| Schedule appointments and meetings  
  make travel arrangements  
  arrange itineraries  
  prepare meeting agenda | 15, 16, 18 |
| Prepare documents  
  minutes of meetings | 21 |

### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
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| Prepare business forms using calculator  
  financial statements | 18 |

### DUTY AREA: Maintaining Office Supplies and Forms

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<thead>
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<th>TASK NAME</th>
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<td>Prepare cost justification for purchase of office supplies</td>
<td>11, 16</td>
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### DUTY AREA: Organizing and Planning

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<td>establish clerical/administrative services</td>
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<td>production standards</td>
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<td>chargeback costs</td>
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### DUTY AREA: Performing Clerical Activities

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<tbody>
<tr>
<td>Prepare documents for use by others</td>
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<td>verify calculations</td>
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### DUTY AREA: Typewriting Activities

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<td>Type forms</td>
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<td>purchase orders/order entry forms</td>
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<td>news releases</td>
<td>19, 33</td>
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<td>sales/shipping status reports</td>
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Duty Areas/Task Lists/Instructional Materials

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**DUTY AREA: Typewriting Activities**

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<td>job applications</td>
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Duty Areas/Task Lists/Instructional Materials

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DUTY AREA: Preparing Client Documents

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<td>Prepare wills</td>
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<td>Prepare deeds on preprinted forms</td>
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<td>Prepare mortgages on preprinted forms</td>
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<td>Prepare powers of attorney on preprinted forms</td>
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<td>Prepare corporation documents</td>
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DUTY AREA: Preparing Court Documents

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<td>for probate court</td>
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<td>Prepare complaints</td>
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DUTY AREA: Preparing Court Documents (Continued)

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DUTY AREA: Taking and Transcribing Dictation

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DUTY AREA: Editing and Correcting Documents, Records and Files

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DUTY AREA: Coordinating and Performing Activities for Employer

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<td>Schedule appointments and meetings</td>
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DUTY AREA: Filing Materials Manually

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<td>Code materials for filing</td>
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<td>Sort materials</td>
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<td>for alphabetic filing</td>
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<td>Establish filing systems</td>
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<td>complete cross-reference sheet</td>
<td>49</td>
</tr>
<tr>
<td>Maintain filing system procedures</td>
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<tr>
<td>apply established records retention policies</td>
<td>50</td>
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### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Process forms manually</td>
<td></td>
</tr>
<tr>
<td>accounts payable invoices</td>
<td>64</td>
</tr>
<tr>
<td>Prepare business forms manually</td>
<td></td>
</tr>
<tr>
<td>itemized bills, invoices or statements</td>
<td>65, 68, 261</td>
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<tr>
<td>bank deposits</td>
<td>258</td>
</tr>
<tr>
<td>Control petty cash funds</td>
<td>63, 68</td>
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### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>75, 77, 79, 84, 86, 94, 108, 109, 133, 144, 145, 149, 155, 157, 158, 160, 165, 174, 175, 177, 185, 192-194, 204, 206, 218, 221, 228, 232</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>87</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>38, 40, 67-68</td>
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</table>

### DUTY AREA: Maintaining Office Supplies and Forms

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Maintain office supplies</td>
<td></td>
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<tr>
<td>equip work station with supplies</td>
<td>67, 110, 167, 209, 267</td>
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### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>38, 40, 68, 87</td>
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</tbody>
</table>

#### DUTY AREA: Performing Clerical Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare documents for use by others</td>
<td>36, 65</td>
</tr>
<tr>
<td>duplicate materials on photocopier</td>
<td>36, 65</td>
</tr>
<tr>
<td>collate and bind documents</td>
<td>138</td>
</tr>
<tr>
<td>maintain payroll procedures manual</td>
<td>264</td>
</tr>
<tr>
<td>Process incoming telephone calls</td>
<td>20, 68, 111</td>
</tr>
</tbody>
</table>

#### DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Type forms legal documents</td>
<td>75, 77, 79, 84, 86, 94, 108, 109, 133, 144, 145, 149, 155, 157, 158, 160, 165, 174, 175, 177, 185, 192-194, 204, 206, 218, 221, 228, 232</td>
</tr>
<tr>
<td>telegraph messages</td>
<td>91</td>
</tr>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>87</td>
</tr>
<tr>
<td>from machine transcription</td>
<td>38, 68, 111</td>
</tr>
<tr>
<td>Type memos from machine transcription</td>
<td>40, 58, 111</td>
</tr>
<tr>
<td>Type information on cards, such as personal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
<td>49, 111</td>
</tr>
<tr>
<td>Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft</td>
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**REFERENCE:**


**DUTY AREAS INCLUDED**

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<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
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<tr>
<td>Organizing and Planning</td>
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<td>X</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<tr>
<td>Performing Clerical Activities</td>
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<td>Typewriting Activities</td>
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### DUTY AREA: Preparing Client Documents

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<tbody>
<tr>
<td>Prepare agreements</td>
<td>41, 47, 49-50, 53-54, 57-58, 63-64, 91-92</td>
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<td>Prepare bills of sale</td>
<td>59, 75-76, 83-84, 85</td>
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<td>Prepare codicils</td>
<td>65-66</td>
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<td>Prepare wills</td>
<td>43-44, 87-88</td>
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<td>Prepare contracts</td>
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<td>Prepare deeds</td>
<td>47, 89-90</td>
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<tr>
<td>Prepare leases</td>
<td>51-52, 59-60, 63, 85</td>
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<tr>
<td>Prepare promissory notes</td>
<td>55-56</td>
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<tr>
<td>Prepare powers of attorney</td>
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### DUTY AREA: Preparing Court Documents

<table>
<thead>
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<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Prepare papers</td>
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<tr>
<td>for child support</td>
<td>81-82</td>
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<td>Prepare complaints</td>
<td>67-68, 79-80</td>
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<td>Prepare petitions and certificates</td>
<td>75, 61-62, 81-82</td>
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<td>for dissolution of marriage</td>
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<td>Prepare other court documents</td>
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<td>affidavits</td>
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<td>motions</td>
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<td>dissolution of marriage</td>
<td>63, 81-82</td>
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<td>final settlements of estates</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<tr>
<td>Manipulate text</td>
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<tr>
<td>move (rearrange) text</td>
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<td>81-82, 87-88</td>
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<tr>
<td>insert text</td>
<td>53-54, 73, 85</td>
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<td>Maintain files</td>
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<tr>
<td>add new record to files</td>
<td>91-92, 93-94, 95-96</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<td>73, 75-76, 77-78, 79, 81-82,</td>
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<td>93-94, 95-96</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed)</td>
<td>39-40, 41-42, 43-44, 45-46,</td>
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<tr>
<td>or single sheet paper</td>
<td>47-48, 53-54, 55-56, 59-60,</td>
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<td>61-62, 63, 65-66, 67-68,</td>
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<td>81-82, 85, 87-88, 91-92,</td>
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<td>93-94, 95-96</td>
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<td>TASK NAME</td>
<td>PAGE NUMBER</td>
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<td>-----------------------------------------------</td>
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<td>Type forms</td>
<td>39-98</td>
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<td>legal documents</td>
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<tr>
<td>Type letters from longhand or edited rough</td>
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<td>Type memos from longhand or edited rough</td>
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<td>Preparing Client Documents</td>
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<tr>
<td>Preparing Court Documents</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
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<td>X</td>
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<tr>
<td>Performing Financial Activities</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
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<tr>
<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td>X</td>
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<tr>
<td>Processing Mail</td>
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<tr>
<td>Typewriting Activities</td>
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</table>
### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>xvii, 21, 66, 117 or as directed by instructor</td>
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### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>54-61, 70-71, 110, 161, 174</td>
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<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>xi, xviii, 49, 78, 81, 75-92, 116-143, 162, 172, 173, 174</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>89, 92, 93-105, 151, 154-160, 162, 170-171</td>
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<tr>
<td>Key meeting minutes from longhand or edited rough draft</td>
<td>73-74, 168-169, 174</td>
</tr>
<tr>
<td>Key agenda from longhand or edited rough draft</td>
<td>73</td>
</tr>
<tr>
<td>Key news release from longhand or edited rough draft</td>
<td>165, 166, 174</td>
</tr>
<tr>
<td>Key tabular information</td>
<td>xvii, xv, 54, 57, 106-114, 144-151, 173</td>
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<tr>
<td>Key itinerary</td>
<td>165-167, 174</td>
</tr>
<tr>
<td>Key resume</td>
<td>89-91</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>as directed by instructor</td>
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<tr>
<td>Print mailing labels or envelopes</td>
<td>as directed by instructor</td>
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### DUTY AREA: Processing Mail

<table>
<thead>
<tr>
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<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Process outgoing mail</td>
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### DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Type forms news releases resumes</td>
<td>165-166 89-90, 91</td>
</tr>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>78-79, 81-85, 92, 121-123, 125-129, 131-136, 174</td>
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<td>Type memos from longhand or edited rough draft</td>
<td>140-143, 162, 173, 174</td>
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<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>112-114, 146-151, 162, 173</td>
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<tr>
<td>Type technical reports from longhand or edited rough draft</td>
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### Duty Area: Typewriting Activities (Continued)

<table>
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<th>TASK NAME</th>
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<tbody>
<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
<td>101, 102, 104, 105, 155-158, 160, 170</td>
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<td>Type outlines from longhand or edited rough draft</td>
<td>69-70, 72</td>
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<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
<td>86, 88, 96-96, 109</td>
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<tr>
<td>Preparing Client Documents</td>
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<tr>
<td>Preparing Court Documents</td>
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<td>X</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
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<tr>
<td>Performing Financial Activities</td>
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<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>X</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td>X</td>
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<tr>
<td>Processing Mail</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>16-33, 35-65, 67-194</td>
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<td>Manipulate text</td>
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<tr>
<td>move (rearrange) text</td>
<td>57-61, 95-101, 145-146, 150-165, 210</td>
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<tr>
<td>search and replace text</td>
<td>152-165</td>
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<td>delete text, files or records from storage</td>
<td>17-20, 23-33, 34, 66, 112, 171</td>
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<tr>
<td>insert end-of-line hyphens into text</td>
<td>118-120, 124-127</td>
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<td>assemble documents from stored text</td>
<td>173, 176, 179, 181, 186-194, 217-219</td>
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<td>Maintain files</td>
<td></td>
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<tr>
<td>rename files</td>
<td>64-65</td>
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<tr>
<td>delete data from backup files</td>
<td>34, 66, 112, 171</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<tbody>
<tr>
<td>Maintain computer files</td>
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<tr>
<td>create backup files</td>
<td>6-185</td>
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<tr>
<td>store documents on disks</td>
<td>6-185</td>
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<td>Key correspondence from longhand or edited rough draft</td>
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### DUTY AREA: Inputting and Storing Documents and Files (Continued)

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<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>124-127, 215-216</td>
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<td>Key meeting minutes from longhand or edited rough draft</td>
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<td>Key outlines from longhand or edited rough draft</td>
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<td>Key tabular information</td>
<td>79, 81-82</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<th>TASK NAME</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>10-13, 16-185</td>
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<td>Print mailing labels or envelopes</td>
<td>150, 170, 176</td>
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### DUTY AREA: Typewriting Activities

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<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>40, 50-51, 63, 106, 116, 119, 170, 177, 220</td>
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<td>Type memos from longhand or edited rough draft</td>
<td>49, 52, 53</td>
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<td>Type tables from longhand or edited rough draft</td>
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<td>Type manuscripts from longhand or edited rough draft</td>
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<td>Type outlines from longhand or edited rough draft</td>
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<td></td>
<td>X</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
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<tr>
<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA:** Editing and Correcting Documents, Records and Files

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<tr>
<td>Manipulate text</td>
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<td>delete text, files or records from storage</td>
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<td>add new record to files</td>
<td>46-51, 56, 59-63, 79, 96</td>
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<td>update existing records in files</td>
<td>43-51, 53, 56-63, 70-84</td>
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**DUTY AREA:** Inputting and Storing Documents and Files

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<tr>
<td>Input data</td>
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<td>into database files</td>
<td>18-34, 40, 47-51, 53-63, 70-71, 78, 87, 90, 91, 96, 99, 102</td>
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<td>Maintain computer files</td>
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<td>store documents on disks</td>
<td>6-16, 18-34, 40, 43-51, 53-63, 70-71, 78, 88, 96, 100</td>
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**DUTY AREA:** Printing, Distributing and Receiving Output

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<td>23-28, 32-34, 51, 58, 63, 79, 88, 94, 97, 98, 100, 101</td>
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<td>Taking and Transcribing Dictation</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<td>move (rearrange) text</td>
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<td>update data on spreadsheets</td>
<td>18-23, 27-34, 36-39, 44-50, 54-61, 65-70, 74-75, 78-82, 85, 100-105</td>
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<td>rename files</td>
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### DUTY AREA: Performing Financial Activities

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<tr>
<td>Process forms using computer financial statements</td>
<td>51-52, 54-58, 107-121</td>
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<td>Control inventory using computer merchandise</td>
<td>59, 115</td>
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<td>Draft budget estimates</td>
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### Duty Area: Inputting and Storing Documents and Files

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<th>Task Name</th>
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<tr>
<td>Input data into spreadsheet formats</td>
<td>11-16, 18-25, 27-32, 34, 36-42, 44-52, 54-61, 63-76, 78-85, 99-105, 107-121</td>
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<td>Input data into graphs and charts</td>
<td>87-94, 99, 109, 115, 117, 118, 119, 121</td>
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<td>Store documents on disks</td>
<td>36-38, 55, 59, 102</td>
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<td>Revise spreadsheet formulas</td>
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### Duty Area: Printing, Distributing, and Receiving Output

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<td>18-23, 39-42, 44-52, 55-61, 63-76, 78-80, 87-94, 96-99, 101, 104-105, 107-121</td>
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<td>Preparing Court Documents</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
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<td>Editing and Correcting Documents, Records and Files</td>
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<td>Coordinating and Performing Activities for Employer</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td>Processing Mail</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

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<th>Task Name</th>
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<tr>
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### Duty Area: Inputting and Storing Documents and Files

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<td>Key business reports or manuscripts from longhand or edited rough draft</td>
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<td>Key news release from longhand or edited rough draft</td>
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### Duty Area: Printing, Distributing and Receiving Output

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DUTY AREA: Typewriting Activities

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### Duty Area: Editing and Correcting Documents, Records and Files

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### Duty Area: Inputting and Storing Documents and Files

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### Duty Area: Printing, Distributing and Receiving Output

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### DUTY AREA: Typewriting Activities

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<td>Taking and Transcribing Dictation</td>
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DUTY AREA: Editing and Correcting Documents, Records and Files

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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<td>Proofread documents for content, format and typographical errors</td>
<td>all jobs</td>
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<tr>
<td>Manipulate text</td>
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<tr>
<td>move (rearrange) text</td>
<td>4, 5B, 6B, 11, 15B</td>
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<tr>
<td>search and replace text</td>
<td>2C, 4</td>
</tr>
<tr>
<td>insert text</td>
<td>4, 5B, 6B, 8B, 10A, 15B, 16C, 18</td>
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<tr>
<td>delete text, files or records from storage</td>
<td>5B, 6B, 8B, 15B</td>
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<td>insert end-of-line hyphens into text</td>
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<tr>
<td>process text and data using integrated software</td>
<td>14, 15B, 16B</td>
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<tr>
<td>assemble documents from stored text (merge)</td>
<td>13C, 14, 15B</td>
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<tr>
<td>prepare new document from existing documents</td>
<td>2C, 4, 5B, 6B, 8B, 11, 13C, 14, 15B, 16B, 16C, 18</td>
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### DUTY AREA: Filing Materials Manually

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<tr>
<td>Sort materials for alphabetic filing</td>
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<td>File materials with alphabetic filing system</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<th>TASK NAME</th>
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<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>1A, 2B, 7, 8A, 10A</td>
</tr>
<tr>
<td>Input data into spreadsheet formats</td>
<td>17A</td>
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<tr>
<td>Input data into graphs and charts</td>
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</tr>
<tr>
<td>Input data into database files</td>
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<tr>
<td>Maintain computer files store repetitive material (variable paragraphs)</td>
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<tr>
<td>Maintain computer files store documents on disks</td>
<td>all documents</td>
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<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>13A, 15A, 16B, 17B</td>
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<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
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<td>Key tabular information</td>
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### DUTY AREA: Organizing and Planning

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<tr>
<td>Organize workflow</td>
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<td>Plan office layout and workflow</td>
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<td>Prioritize work</td>
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### Duty Area: Printing, Distributing and Receiving Output

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<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>as directed by instructor</td>
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<td>Print information according to sort criteria</td>
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### Duty Area: Typewriting Activities

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<thead>
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<tbody>
<tr>
<td>Type forms news release</td>
<td>10B</td>
</tr>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>13A, 13C, 14, 15A, 15B</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>16B, 17B</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>6A, 6B, 7, 10A, 11, 16A, 16C, 18</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>1A, 2A, 2B, 2C, 3B, 4, 5A, 5B, 8A, 8B, 9A, 9B, 9C</td>
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<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards</td>
<td>12A</td>
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<tr>
<td>Type graphs from longhand or edited rough draft</td>
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REFERENCE:
ISBN 0-574-20790-2


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<td>Preparing Client Documents</td>
<td>Prepare agreements</td>
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<td>Prepare papers (documents)</td>
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<td>Proofread documents for content, format and typographical errors</td>
<td>1-221, 247-300</td>
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<td>Sort materials for alphabetic filing</td>
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<td>Establish filing systems manual system</td>
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### Duty Area: Inputting and Storing Documents and Files

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<td>Key business reports or manuscripts</td>
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<td>Key meeting minutes</td>
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<td>Key outlines</td>
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<td>Key news release</td>
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<td>packages for shipping</td>
<td>112, 122, 124-126</td>
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<td>specialized mail, such as registered, certified or insured mail</td>
<td>71, 112, 123-126</td>
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<td>Maintain mailing lists</td>
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<td>distribution lists</td>
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### DUTY AREA: Typewriting Activities

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<td>Type forms</td>
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<td>Type letters</td>
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<td>Type memos</td>
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<td>Type manuscripts</td>
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<td>Type technical reports</td>
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<td>Type special pages for manuscripts or reports,</td>
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<td>such as cover page, table of contents, bibliography,</td>
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<td>Type statistical reports</td>
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Duty Areas/Task Lists/Instructional Materials

REFERENCE: ISBN None


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<td>Preparing Court Documents</td>
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DUTY AREA: Editing and Correcting Documents, Records and Files

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<td>delete text, files or records from storage</td>
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<tr>
<td>Maintain files</td>
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<tr>
<td>add new record to files</td>
<td>7, 11</td>
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<tr>
<td>update existing records in files</td>
<td>6, 7, 9, 20</td>
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<tr>
<td>rename files</td>
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<td>copy one disk to another</td>
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DUTY AREA: Inputting and Storing Documents and Files

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<td>into database files</td>
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<td>Maintain computer files</td>
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DUTY AREA: Printing, Distributing and Receiving Output

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<td>as directed by instructor</td>
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<td>Print information according to sort criteria</td>
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<td>Preparing Court Documents</td>
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<td>Taking and Transcribing Dictation</td>
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DUTY AREA: Editing and Correcting Documents, Records and Files

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<td>Manipulate text</td>
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<tr>
<td>delete text, files or records from storage</td>
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<td>Maintain files</td>
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<tr>
<td>add new record to files</td>
<td>7, 11</td>
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<tr>
<td>update existing records in files</td>
<td>6, 7, 9, 20</td>
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<td>rename files</td>
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DUTY AREA: Inputting and Storing Documents and Files

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DUTY AREA: Printing, Distributing and Receiving Output

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DUTY AREAS INCLUDED

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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<tr>
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<td>131-134, 135-140, 145-148,</td>
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<td>61-64, 71-76, 87-92, 93-98,</td>
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<td>Maintain files</td>
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<td>add new record to files</td>
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### DUTY AREA: Coordinating and Performing Activities for Employer

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<td>Schedule appointments and meetings</td>
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<tr>
<td>prepare meeting agenda</td>
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<td>Prepare documents</td>
<td>53-56, 99-102</td>
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<td>travel expense vouchers</td>
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<td>Make arrangements for employer for meetings</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<tr>
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<td>1-157</td>
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<tr>
<td>Key mailing labels</td>
<td>81-86</td>
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<tr>
<td>Input data from source documents</td>
<td>1-157</td>
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<tr>
<td>Maintain computer files</td>
<td>1-157</td>
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<tr>
<td>create backup files</td>
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<td>store documents on disks</td>
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<td>questionnaire</td>
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<td>Key business reports or manuscripts from longhand or edited rough draft</td>
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### DUTY AREA: Maintaining Office Equipment

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<td>Schedule office equipment for routine maintenance</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single-sheet paper</td>
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<td>Print mailing labels or envelopes</td>
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### DUTY AREA: Typewriting Activities

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<thead>
<tr>
<th>TASK NAME</th>
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<td>Type forms from longhand or edited rough draft organizational charts surveys</td>
<td>35-45, 53-56, 103-108, 15-20, 135-140</td>
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<td>Type letters from longhand or edited rough draft</td>
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<td>Type memos from longhand or edited rough draft</td>
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<td>Type technical reports from longhand or edited rough draft</td>
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<td>Type statistical reports from longhand or edited rough draft</td>
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## Duty Areas/Task Lists/Instructional Materials

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### Duty Areas Included

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<tr>
<td>Preparing Court Documents</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
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<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving Output</td>
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<tr>
<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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DUTY AREA: Editing and Correcting Documents, Records and Files

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<td>Proofread documents for content, format and typographical errors</td>
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<td>Verify data and correct errors</td>
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DUTY AREA: Inputting and Storing Documents and Files

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<td>Key correspondence from longhand or edited rough draft</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<tr>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
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<tr>
<td>Performing Financial Activities</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving Output</td>
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<tr>
<td>Performing Clerical Activities</td>
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<tr>
<td>Typewriting Activities</td>
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</table>
DUTY AREA: Preparing Client Documents

TASK NAME: Prepare bills of sale

JOB NUMBER: 27

DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME: Proofread documents for content, format and typographical errors

JOB NUMBER: 15

Manipulate text
- search and replace text
- insert text
- delete text, files or records from storage
- process text and data using integrated software
- assemble documents from stored text
- prepare new document from existing documents

JOB NUMBERS: 28, 4, 18, 19, F, H, 21, 25, 26, 27, 29, H, I, J

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME: Key documents from longhand or edited rough draft

JOB NUMBER: 1, 2, 5, 22

Input data
- into spreadsheet formats
- into graphs and charts

JOB NUMBERS: 21, 16, 21

Maintain computer files
- store repetitive material

JOB NUMBERS: 24, 29

Key correspondence from longhand or edited rough draft

JOB NUMBERS: 3, 6, 7, 8, 9, 14, 15, 17, 18, 20, B, C
DUTY AREA: Inputting and Storing Documents and Files (Continued)

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<thead>
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<th>TASK NAME</th>
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<td>Key agenda from longhand or edited rough draft</td>
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<td>Key news release from longhand or edited rough draft</td>
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<td>Key tabular information</td>
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DUTY AREA: Printing, Distributing and Receiving Output

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<th>TASK NAME</th>
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<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
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DUTY AREA: Performing Clerical Activities

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<td>Prepare office for daily use prioritize work</td>
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<td>Prepare documents for use by others duplicate materials on photocopier</td>
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<td>Editing and Correcting Documents, Records and Files</td>
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<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
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<td>Performing Financial Activities</td>
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<td>Inputting and Storing Documents and Files</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td>Processing Mail</td>
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<td>Typewriting Activities</td>
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### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA: Editing and Correcting Documents, Records and Files**

<table>
<thead>
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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tr>
<td>Maintain files update data on spreadsheets</td>
<td>7, 19, 21, 24, 31, 33, 35, 38, 45, 46, 47, 48, 49, 58, 59, 61, 67, 70, 71, 72, 73, 76, 78, 81, 83, 90, 91, 94, 97</td>
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**DUTY AREA: Performing Financial Activities**

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<tr>
<td>Process forms using computer financial statements</td>
<td>22-29, 69-73, 89-99</td>
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<td>Control inventory using computer merchandise</td>
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<td>Reconcile forms bank statements</td>
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**DUTY AREA: Inputting and Storing Documents and Files**

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<th>PAGE NUMBER</th>
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<td>Input data into graphs and charts</td>
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DUTY AREA: Printing, Distributing and Receiving Output

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<thead>
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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<td>Preparing Court Documents</td>
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<td>Taking and Transcribing Dictation</td>
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DUTY AREA: Preparing Client Documents

<table>
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DUTY AREA: Editing and Correcting Documents, Records and Files

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DUTY AREA: Coordinating and Performing Activities for Employer

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<td>Schedule appointments and meetings</td>
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<td>arrange itineraries</td>
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<td>Prepare documents</td>
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DUTY AREA: Inputting and Storing Documents and Files

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<td>Key documents from longhand or edited rough draft</td>
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<td>Key correspondence from longhand or edited rough draft</td>
<td>5, 9, 11, 12, 13, 14, 18</td>
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<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>19, 26-27</td>
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### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Inputting and Storing Documents and Files (Continued)

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<td>Key outlines from longhand or edited rough draft</td>
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<td>Key news release from longhand or edited rough draft</td>
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#### DUTY AREA: Typewriting Activities

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<td>legal documents</td>
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<td>invoices</td>
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<td>news releases</td>
<td>23, 24</td>
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<td>minutes</td>
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<td>itineraries</td>
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<td>Type letters from longhand or edited rough draft</td>
<td>5, 9, 11, 14, 18</td>
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<td>Type memos from longhand or edited rough draft</td>
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<td>Type manuscripts from longhand or edited rough draft</td>
<td>19, 26, 27</td>
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<td>Type outlines from longhand or edited rough draft</td>
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<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
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<td>Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft</td>
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<tr>
<td>Filing Materials Manually</td>
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<td>Inputting and Storing Documents and Files</td>
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<td>Maintain files update existing records in files</td>
<td>8, 38, 57, 75, 105, 135, 164, 190, 212, 242, 266, 297, 326</td>
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<td>Control inventory using computer merchandise</td>
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DUTY AREA: Inputting and Storing Documents and Files

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<td>Initialize disks</td>
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<td>Maintain computer files</td>
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<td>store documents on disks</td>
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DUTY AREA: Printing, Distributing and Receiving Output

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<td>(fanfold or pinfeed) or single sheet paper</td>
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Duty Areas/Tasks Lists/Instructional Materials

REFERENCE:  
ISBN 0-395-34819-6


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DUTY AREA: Editing and Correcting Documents, Records and Files

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This publication is a consumable, self-instructional textbook/workbook for teaching/learning the fundamentals of basic English grammar. The material is designed to supplement all Business English courses. Included in the publication are the following units:

Nouns and Pronouns
Verbs, Adjectives and Adverbs
Prepositions, Conjunctions and Interjections
Sentence Structure
Usage
Commonly Confused Words
Commonly Misspelled Words
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## Duty Area: Editing and Correcting Documents, Records and Files

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<td>Verify data and correct errors</td>
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### Duty Areas/Task Lists/Instructional Materials

#### 30. Carlock

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<tr>
<td>Schedule appointments and meetings</td>
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<tr>
<td>make travel arrangements</td>
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<td>schedule appointments or meetings</td>
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<td>maintain appointment book</td>
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<td>prepare daily schedule of appointments</td>
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<td>prepare meeting agenda</td>
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<td>Make arrangements for employer for meetings</td>
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<td>Determine needs for work stations furniture</td>
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### DUTY AREA: Maintaining Office Supplies and Forms

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<tbody>
<tr>
<td>Maintain office supplies</td>
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<tr>
<td>equip work station with supplies</td>
<td>83</td>
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<td>store supplies</td>
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### DUTY AREA: Organizing and Planning

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<td>Organize workflow</td>
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<tr>
<td>plan office layout and workflow</td>
<td>68, 71, 153, 155-156</td>
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<tr>
<td>establish system to prioritize work</td>
<td>90-92, 161</td>
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<tr>
<td>prioritize work</td>
<td>89</td>
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<tr>
<td>Maintain positive public relations</td>
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<tr>
<td>train users of clerical/administrative services</td>
<td>102-103</td>
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<tr>
<td>Establish and update procedures and standards</td>
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<tr>
<td>establish procedures for use of clerical/administrative services</td>
<td>101-106, 163-166</td>
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<td>establish clerical/administrative services production standards</td>
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### DUTY AREA: Performing Clerical Activities

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<td>equip work station with supplies and forms</td>
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<td>prioritize work</td>
<td>89</td>
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<tr>
<td>Prepare documents for use by others</td>
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<td>follow procedures to maintain confidentiality of data</td>
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<td>Process mail</td>
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### Duty Areas/Task Lists/Instructional Materials

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#### Duty Area: Editing and Correcting Documents, Records and Files

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<td>Proofread documents for content, format and typographical errors</td>
<td>66, 72, 96-97, 100, 122, 125, 126, 187-190, 220-223</td>
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<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>move (rearrange) text</td>
<td>251, 252, 253, 254</td>
</tr>
<tr>
<td>search and replace text</td>
<td>271-273</td>
</tr>
<tr>
<td>insert text</td>
<td>69</td>
</tr>
<tr>
<td>delete text, files or records from storage</td>
<td>68, 70, 223, 254</td>
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</tbody>
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#### Duty Area: Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review technical journals for articles of interest</td>
<td>269</td>
</tr>
</tbody>
</table>

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#### Duty Area: Inputting and Storing Documents and Files

<table>
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<tr>
<th>Task Name</th>
<th>Page Numbers</th>
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</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>42, 70-72, 98, 99, 100, 125, 126, 152, 191-194, 221, 271, 272</td>
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<tr>
<td>Input data</td>
<td>192, 194</td>
</tr>
<tr>
<td>Maintain computer files</td>
<td>191, 193, 43, 71, 72, 98, 99, 100, 125, 126, 152, 153, 191-194, 221, 223, 253, 254</td>
</tr>
<tr>
<td>store repetitive material</td>
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<tr>
<td>store documents on disks</td>
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</table>
## Duty Areas/Task Lists/Instructional Materials

### DUTY AREA: Inputting and Storing Documents and Files (Continued)

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>189-190, 273</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>223, 253, 254</td>
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<tr>
<td>Key tabular information</td>
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### DUTY AREA: Maintaining Office Equipment

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Determine needs for software</td>
<td>269</td>
</tr>
<tr>
<td>Determine needs for work station furniture</td>
<td>269</td>
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</tbody>
</table>

### DUTY AREA: Printing, Distributing and Receiving Output

| TASK NAME                                                          | PAGE NUMBER       |
|                                                                  |-------------------|
| Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper | 122, 125, 126, 152, 193, 194, 221, 223, 253, 254, 271-273 |
| Sort completed jobs for distribution                              | 187-190           |

### DUTY AREA: Performing Clerical Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare bulletin board display</td>
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</table>
Duty Areas/Task Lists/Instructional Materials

REFERENCE:


DUTY AREAS INCLUDED

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<tr>
<th>Task</th>
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<tr>
<td>Preparing Client Documents</td>
<td></td>
<td>X</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
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<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
<td>X</td>
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<tr>
<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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<tr>
<td>Typewriting Activities</td>
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<td>X</td>
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<tr>
<td>TASK NAME</td>
<td>PAGE NUMBER</td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>-------------</td>
<td></td>
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<tr>
<td>Scheduling appointments and meetings</td>
<td>123</td>
<td></td>
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<tr>
<td>schedule appointments or meetings</td>
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DUTY AREA: Performing Clerical Activities

<table>
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<tbody>
<tr>
<td>Process telephone calls</td>
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<tr>
<td>incoming calls</td>
<td>98-99</td>
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<tr>
<td>outgoing calls</td>
<td>107</td>
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REFERENCE:


### DUTY AREAS INCLUDED

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<tr>
<td>Preparing Client Documents</td>
<td></td>
<td>X</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
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<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
<td>X</td>
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<tr>
<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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<tr>
<td>Typewriting Activities</td>
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</table>
DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>as directed by instructor</td>
</tr>
<tr>
<td>Manipulate text</td>
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<tr>
<td>move (rearrange) text</td>
<td>29, 94</td>
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<tr>
<td>search and replace text</td>
<td>35, 36</td>
</tr>
<tr>
<td>insert text</td>
<td>32</td>
</tr>
<tr>
<td>delete text, files or records from storage</td>
<td>26, 29, 33, 34, 64, 94, 95</td>
</tr>
<tr>
<td>process text and data using integrated software</td>
<td>130-140</td>
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<tr>
<td>prepare new document from existing documents</td>
<td>93, 95-96, 114-116</td>
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<tr>
<td>Maintain files</td>
<td></td>
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<tr>
<td>add new record to files</td>
<td>62-64, 78-79</td>
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<tr>
<td>update data on spreadsheets</td>
<td>91, 92, 99, 102-103</td>
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<tr>
<td>add data to backup files</td>
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DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Input data</td>
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<tr>
<td>into spreadsheet formats</td>
<td>100-127</td>
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<tr>
<td>into database files</td>
<td>74, 78-79</td>
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<td>Maintain computer files</td>
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<tr>
<td>create backup files</td>
<td>as directed by instructor</td>
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<tr>
<td>store documents on disks</td>
<td>as directed by instructor</td>
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<tr>
<td>revise spreadsheet formulas</td>
<td>91, 102</td>
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DUTY AREA: Printing, Distributing and Receiving Output

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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>as directed by instructor</td>
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<td>Print information according to sort criteria</td>
<td>as directed by instructor</td>
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### Duty Areas Included

<table>
<thead>
<tr>
<th>Duty Area</th>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
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<td>Preparing Court Documents</td>
<td>X</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
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<td>Editing and Correcting Documents, Records and Files</td>
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<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
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<td>X</td>
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<tr>
<td>Performing Financial Activities</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>X</td>
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<td>Maintaining Office Supplies and Forms</td>
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<tr>
<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving Output</td>
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<tr>
<td>Performing Clerical Activities</td>
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### DUTY AREA: Preparing Client Documents

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Prepare agreements</td>
<td>572</td>
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<td>Prepare leases</td>
<td>571</td>
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<td>on preprinted forms</td>
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### DUTY AREA: Preparing Court Documents

<table>
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<tbody>
<tr>
<td>Prepare complaints</td>
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<td>from sample forms</td>
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<tr>
<td>Prepare other court documents</td>
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<tr>
<td>affidavits for motions and notices</td>
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<td>subpoenas</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<td>typographical errors</td>
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<td>255; 256;</td>
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<td>271; 281;</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files (Continued)

<table>
<thead>
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<tbody>
<tr>
<td>Manipulate text</td>
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<tr>
<td>move (rearrange) text</td>
<td>504, 506, 508, 510, 512, 514, 550</td>
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<td>search and replace text</td>
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<tr>
<td>insert text</td>
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<tr>
<td>delete text, files or records from storage</td>
<td>82</td>
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<tr>
<td>assemble documents from stored text</td>
<td>388-390, 392, 393, 468, 504, 506, 508, 510, 512, 514, 548, 549, 557</td>
</tr>
<tr>
<td>prepare new document from existing documents</td>
<td>388, 390, 410, 424, 504, 506, 508, 510, 512, 514</td>
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<tr>
<td>Maintain files</td>
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<tr>
<td>update existing records in files</td>
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<tr>
<td>revise stored repetitive material</td>
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<tr>
<td>rename files</td>
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### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Prepare business forms manually</td>
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</tr>
<tr>
<td>itemized bills, invoices or statements</td>
<td>557, 567, 570</td>
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### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>142, 167, 169, 172, 184, 185, 186, 188, 215, 251, 252, 309, 324, 351, 362, 370, 371, 392, 465, 468, 520, 542, 545, 549, 553, 576, 577, 584</td>
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### DUTY AREA: Inputting and Storing Documents and Files (Continued)

<table>
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<tr>
<td>Maintain computer files</td>
<td>547</td>
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<tr>
<td>store repetitive material</td>
<td>all activities</td>
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<tr>
<td>store documents on disks</td>
<td></td>
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<td>Key correspondence from longhand or edited</td>
<td></td>
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<td>Key business reports or manuscripts</td>
<td>145, 147, 151, 155, 163, 164, 167, 170, 233, 248, 333, 363, 366, 440, 480, 483, 490, 491, 495, 496, 497</td>
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### Duty Area: Inputting and Storing Documents and Files (Continued)

<table>
<thead>
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<td>Key business reports or manuscripts from longhand or edited rough draft</td>
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<td>Key outlines</td>
<td>190, 362, 460, 470</td>
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<td>Key outlines from longhand or edited rough draft</td>
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<td>Key agenda</td>
<td>451, 472, 540</td>
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<tr>
<td>Key news release</td>
<td>449, 467, 545</td>
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### Duty Area: Preparing Medical Records and Insurance Forms

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete medical forms</td>
<td></td>
</tr>
<tr>
<td>medical information, such as history, notes, clinical resumes and reports</td>
<td></td>
</tr>
<tr>
<td>into medical records</td>
<td>552</td>
</tr>
<tr>
<td>commercial insurance claim forms</td>
<td>556</td>
</tr>
<tr>
<td>Process out-of-office examination or treatment information</td>
<td>554</td>
</tr>
<tr>
<td>Transcribe codings from clinical records</td>
<td>555</td>
</tr>
</tbody>
</table>
### Duty Area: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>all activities</td>
</tr>
<tr>
<td>Transmit data via electronic bulletin board or electronic mail</td>
<td>291, 292, 297, 406</td>
</tr>
<tr>
<td>Separate continuous-feed forms or paper</td>
<td>162</td>
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<tr>
<td>Sort completed jobs for distribution</td>
<td>397</td>
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### Duty Area: Typewriting Activities

<table>
<thead>
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<th>Task Name</th>
<th>Page Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type forms</td>
<td>293</td>
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<td>legal documents</td>
<td>568, 569, 571, 572</td>
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<tr>
<td>purchase orders</td>
<td>294-297, 360, 532, 582, 296, 360, 541</td>
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<tr>
<td>invoices</td>
<td>449, 467</td>
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</table>
### Duty Areas/Task Lists/Instructional Materials

**34. Chiri**

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**DUTY AREA:** Typewriting Activities (Continued)

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>83, 95, 98, 100, 108-110, 166, 169, 171-172, 203, 206, 304, 314-318, 321, 324-325, 328, 384, 386, 388, 395, 525, 546, 552, 557, 567, 572, 578-581</td>
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<tr>
<td>Type memos</td>
<td>283, 297, 331, 357, 358, 397, 399, 400, 402, 404, 409, 440-442, 493, 494, 495, 502</td>
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<td>Type memos from longhand or edited rough draft</td>
<td>285, 287, 289, 329, 330, 370, 372, 374, 404, 429, 546, 554, 578, 579, 583</td>
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<tr>
<td>Type tables from longhand or edited rough draft</td>
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<tr>
<td>Type manuscripts</td>
<td>145, 147, 151, 155, 163, 164, 167, 170, 233, 243, 333, 363, 366, 410, 469, 480, 483, 490, 491, 495, 496, 498</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>168, 229, 231, 326, 553</td>
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<tr>
<td>Type special pages for manuscripts or reports, <em>such as</em> cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
<td>159, 160, 161, 163, 164, 167, 170, 241, 243, 245, 246, 248, 326, 328, 333, 363, 366, 368, 483, 489, 491, 493, 496</td>
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### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA: Typewriting Activities (Continued)**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Type outlines from longhand or edited rough draft</td>
<td>190, 192, 194, 325, 326, 332, 362, 371</td>
</tr>
<tr>
<td>Type information on cards, such as postal cards, index cards, file cards</td>
<td>458</td>
</tr>
<tr>
<td>or address-finder cards from longhand or edited rough draft</td>
<td></td>
</tr>
<tr>
<td>Type labels, such as address labels, file folder labels or file drawer</td>
<td>103, 105, 107, 108, 110, 166,</td>
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<tr>
<td>labels from longhand or edited rough draft</td>
<td>169, 172, 197, 200, 203, 206,</td>
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<td>208, 210, 213, 215, 217, 304,</td>
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<td>321, 324, 325, 328, 331, 349,</td>
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<td>393, 395, 407, 408, 410, 466,</td>
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<td></td>
<td>471, 506, 508, 510, 512, 514</td>
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<tr>
<td>Type statistical reports from longhand or edited rough draft</td>
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132 126
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td></td>
<td>X</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
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<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td></td>
<td>X</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
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<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
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<td>Maintaining Office Supplies and Forms</td>
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<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
<td>X</td>
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<tr>
<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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<td>Typewriting Activities</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

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<thead>
<tr>
<th>Task Name</th>
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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>A-11, 41, 53, 62, 99, 102, 104, 162, 213 or as directed by instructor</td>
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### Duty Area: Inputting and Storing Documents and Files

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<th>Task Name</th>
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<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>294-297</td>
</tr>
<tr>
<td>Purchase orders</td>
<td>294-297</td>
</tr>
<tr>
<td>Sales invoices</td>
<td>294-297</td>
</tr>
<tr>
<td>Key mailing labels</td>
<td>250</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>A-9, 80-110, 112-113, 115, 117, 125-26, 195-217, 281-297, 298-322, 323-333</td>
</tr>
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<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>A-9, A-10, 140-164, 224-248, 323-333, 253</td>
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<tr>
<td>Key news release from longhand or edited rough draft</td>
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<tr>
<td>Key tabular information</td>
<td>121, 125-126, 128-135, 264-280, 287-294-295</td>
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### Duty Area: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>Task Name</th>
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</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>as directed by instructor</td>
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</table>
## Duties Area: Processing Mail

<table>
<thead>
<tr>
<th>Task Name</th>
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<tbody>
<tr>
<td>Process outgoing mail, such as registered, certified or insured mail</td>
<td>A-8, 308</td>
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## Duties Area: Typewriting Activities

<table>
<thead>
<tr>
<th>Task Name</th>
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<tbody>
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<td>Type forms applications</td>
<td>197, 200, 213-214, 254, 293, 302, 313, 320</td>
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<td>Type purchase orders</td>
<td>294, 295, 297</td>
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<td>Type invoices</td>
<td>294, 296</td>
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<tr>
<td>Type resumes</td>
<td>250, 251, 252</td>
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<tr>
<td>Type memos from longhand or edited rough draft</td>
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<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>128-130, 132, 134, 135, 167, 171, 265-269, 271, 273, 275, 277-280, 287, 316, 318-319, 329, 330-332</td>
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<td>Type manuscripts from longhand or edited rough draft</td>
<td>142-145, 155-156</td>
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### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Typewriting Activities (Continued)

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<th>TASK NAME</th>
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<td>Type technical reports from longhand or edited rough draft</td>
<td>144, 147-148, 151-152, 163, 164, 167, 184, 186, 188, 225, 228-234, 248, 326-328, 333</td>
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<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography from longhand or edited rough draft</td>
<td>151, 159-160, 161, 163, 164, 245, 246-247, 248, 328</td>
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<tr>
<td>Type outlines from longhand or edited rough draft</td>
<td>189-190, 192-193, 240-243, 325, 326, 332</td>
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DUTY AREAS INCLUDED

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<td>X</td>
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<tr>
<td>Preparing Court Documents</td>
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<td></td>
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<td>Taking and Transcribing Dictation</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
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<tr>
<td>Coordinating and Performing Activities</td>
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<td>X</td>
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<tr>
<td>for Employer</td>
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<td>Filing Materials Manually</td>
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<td>Performing Financial Activities</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>X</td>
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<tr>
<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<td>Typewriting Activities</td>
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### DUTY AREA: Preparing Client Documents

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<tr>
<td>Prepare agreements</td>
<td>556, 569, 570, 572-573</td>
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<td>Prepare leases</td>
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### DUTY AREA: Preparing Court Documents

<table>
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<th>TASK NAME</th>
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<tbody>
<tr>
<td>Prepare complaints</td>
<td>568</td>
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<tr>
<td>Prepare other court documents</td>
<td>569</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
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<th>TASK NAME</th>
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<td>Proofread documents for content, format and typographical errors</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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### Duty Area: Inputting and Storing Documents and Files (Continued)

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<th>Task Name</th>
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<td>Key meeting minutes from longhand or edited rough draft</td>
<td>452-453, 455</td>
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<td>Key outlines from longhand or edited rough draft</td>
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<tr>
<td>Key agenda from longhand or edited rough draft</td>
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</tr>
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<td>Key news release from longhand or edited rough draft</td>
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<td>Key tabular information</td>
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<td>Key itineraries</td>
<td>461, 470, 472-473, 532, 549, 548</td>
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<td>Key announcements/programs</td>
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### Duty Area: Preparing Medical Records and Insurance Forms

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<tr>
<td>Complete medical forms</td>
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<tr>
<td>medical information, such as history, notes, clinical resumes and reports</td>
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<td>into medical records</td>
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### Duty Area: Printing, Distributing and Receiving Output

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<th>Task Name</th>
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<tr>
<td>Print documents or reports with continuous-feed</td>
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<td>(fanfold or pinfeed) or single sheet paper</td>
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### Duty Area: Processing Mail

<table>
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<tr>
<td>Process outgoing mail packages for shipping</td>
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### Duty Area: Typewriting Activities

<table>
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<td>Type forms</td>
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<tr>
<td>- legal documents</td>
<td>568-573</td>
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<td>- purchase orders</td>
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<td>- invoices</td>
<td>360, 541, 543</td>
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<td>- telegraph messages</td>
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<td>- news releases</td>
<td>449, 467-468, 545</td>
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<td>Type letters from longhand or edited rough draft</td>
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<td>Type technical reports from longhand or edited rough draft</td>
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## Duty Area: Typewriting Activities (Continued)

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<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
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<td>Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft</td>
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ISBN 0-395-40568-8

(Application, 179 pages).

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<td>Preparing Court Documents</td>
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<td>Taking and Transcribing Dictation</td>
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<td>Editing and Correcting Documents, Records and Files</td>
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<td>Performing Financial Activities</td>
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<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>Processing Mail</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

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<th>Page Numbers</th>
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<td>Manipulate text</td>
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<tr>
<td>search and replace text</td>
<td>101, 106, 111, 145</td>
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<td>Maintain files</td>
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<tr>
<td>add new record to files</td>
<td>90-94</td>
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<tr>
<td>update existing records in files</td>
<td>111</td>
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<tr>
<td>delete data from backup files</td>
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### Duty Area: Inputting and Storing Documents and Files

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<td>Input data</td>
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<tr>
<td>with optical character recognition equipment</td>
<td>112-113</td>
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<tr>
<td>Maintain computer files</td>
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<tr>
<td>store documents on disks</td>
<td>94, 125, 126, 127, 130, 134, 140, 141, 142, 145, 147, 148, 155, 158, 170, 172, 175, 176, 177, 178, 179</td>
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<td>91, 94, 96, 98, 100, 101, 104, 106, 108-109, 111, 114, 115, 116, 117, 177, 179</td>
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<tr>
<td>Key outlines from longhand or edited rough draft</td>
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<td>Key tabular information</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>95-96, 111, 148, 172</td>
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<tr>
<td>Print mailing labels or envelopes</td>
<td>113</td>
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<tr>
<td>Separate continuous-feed forms or paper</td>
<td>172</td>
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### DUTY AREA: Typewriting Activities

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<th>PAGE NUMBER</th>
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<tbody>
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<td>Type letters from longhand or edited rough draft</td>
<td>A-12, 94, 101, 111, 177</td>
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<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>135, 137, 141, 142, 176, 177, 179</td>
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<td>Type manuscripts from longhand or edited rough draft</td>
<td>A-13, 145, 147, 150, 153, 158, 162, 163, 165, 167-168, 172</td>
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<tr>
<td>Type technical reports from longhand or edited rough draft</td>
<td>178-179</td>
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<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
<td>167-168, 170, 171</td>
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REFERENCE:

ISBN 0-88022-269-7

(Reference/principle/specialized application manual, 519 pages).

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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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<td>X</td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
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<td>X</td>
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<td>Performing Financial Activities</td>
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<td>X</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
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<td>X</td>
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<tr>
<td>Performing Clerical Activities</td>
<td></td>
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<tr>
<td>Processing Mail</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<thead>
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<tr>
<td>Manipulate text</td>
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<tr>
<td>move (rearrange) text</td>
<td>261-264</td>
</tr>
<tr>
<td>insert text</td>
<td>194-155</td>
</tr>
<tr>
<td>delete text, files or records from storage</td>
<td>83-84, 155-159, 309</td>
</tr>
<tr>
<td>process text and data using integrated software</td>
<td>383-431</td>
</tr>
<tr>
<td>assemble documents from stored text</td>
<td>251-261</td>
</tr>
<tr>
<td>prepare new document from existing documents</td>
<td>143-154, 261-264</td>
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<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>add new record to files</td>
<td>78-80, 154-155, 304-305</td>
</tr>
<tr>
<td>update existing records in files</td>
<td>80, 279-286, 304</td>
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<tr>
<td>revise stored repetitive material</td>
<td>279-286, 304</td>
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<tr>
<td>rename files</td>
<td>82</td>
</tr>
<tr>
<td>maintain backup files</td>
<td>82-83, 286</td>
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<tr>
<td>copy one disk to another</td>
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<tr>
<td>add data to backup files</td>
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<td>delete data from backup files</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Key mailing labels</td>
<td>243-251, 395, 396</td>
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<tr>
<td>Input data into database files</td>
<td>75-78</td>
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<tr>
<td>Initialize disks</td>
<td>36</td>
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<tr>
<td>Maintain computer files</td>
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<tr>
<td>create backup files</td>
<td>82-83, 286</td>
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<tr>
<td>store documents on disks</td>
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<tr>
<td>revise spreadsheet formulas</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<td>Print documents or reports with continuous-feed</td>
<td>241, 251-261, 282-285</td>
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<td>(fanfold or pinfeed) or single sheet paper</td>
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<td>Print information according to sort criteria</td>
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### DUTY AREA: Processing Mail

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<td>on computer</td>
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<td>electronically</td>
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### Duty Areas/Task Lists/Instructional Materials

#### 39. Church

**DUTY AREA: Editing and Correcting Documents, Records and Files**

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<th>TASK NAME</th>
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<td>typographical errors</td>
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<td>Verify data and correct errors</td>
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**DUTY AREA: Coordinating and Performing Activities for Employer**

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**DUTY AREA: Filing Materials Manually**

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<td>with subject filing system</td>
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### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Performing Financial Activities

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<td>Process forms manually</td>
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<td>accounts payable invoices</td>
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<td>Prepare business forms manually</td>
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<td>itemized bills, invoices or statements</td>
<td>41, 42</td>
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<tr>
<td>bank deposits</td>
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<td>Prepare business forms using calculator</td>
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<td>payroll</td>
<td>16, 30, 37, 45, 49, 50</td>
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<td>financial statements</td>
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<td>Control petty cash fund</td>
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#### DUTY AREA: Maintaining Office Equipment

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<tr>
<td>Prepare forms for purchase or lease of office</td>
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<tr>
<td>equipment</td>
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<td>prepare cost justification for purchase or</td>
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<td>lease of office equipment</td>
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#### DUTY AREA: Organizing and Planning

<table>
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<tbody>
<tr>
<td>Organize workflow</td>
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<td>plan office layout and workflow</td>
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<td>Maintain efficient, pleasant work environment</td>
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<td>in working environment</td>
<td>3-6, 13, 21, 22, 34</td>
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<td>Establish and update procedures and standards</td>
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<td>establish procedures for securing confidential</td>
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### Duty Area: Performing Clerical Activities

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<td>Prepare office for daily use</td>
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<td>clean and straighten up work area</td>
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<td>equip work station with supplies and forms</td>
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<td>Prepare documents for use by others</td>
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<td>verify calculations</td>
<td>8, 29</td>
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<td>duplicate materials on photocopier</td>
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<td>compile worker production log</td>
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<td>maintain payroll procedures manual</td>
<td>30, 37, 45</td>
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<td>follow procedures to maintain confidentiality of data</td>
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<td>Process telephone calls</td>
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<td>incoming calls</td>
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<td>outgoing calls</td>
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<td>Process outgoing mail</td>
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### Duty Area: Typewriting Activities

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<tbody>
<tr>
<td>Type forms</td>
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<tr>
<td>purchase orders</td>
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<tr>
<td>invoices</td>
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<tr>
<td>shipping order</td>
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<td>job applications/interviews</td>
<td>18-22</td>
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<td>Type letters from longhand or edited rough draft</td>
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<td>Type technical reports from longhand or edited rough draft</td>
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<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
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<td>Type statistical reports from longhand or edited rough draft</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving Output</td>
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DUTY AREA: Preparing Client Documents

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<tr>
<td>Prepare agreements</td>
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DUTY AREA: Editing and Correcting Documents, Records and Files

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<td>assemble documents from stored text</td>
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DUTY AREA: Inputting and Storing Documents and Files

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<td>Key meeting minutes from longhand or edited rough draft</td>
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DUTY AREA: Printing, Distributing and Receiving Output

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<td>Print mailing labels or envelopes</td>
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### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Performing Clerical Activities

<table>
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<th>Task Name</th>
<th>Page Number</th>
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<tr>
<td>Process telephone calls</td>
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<tr>
<td>incoming calls</td>
<td>23, 30</td>
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<td>outgoing calls</td>
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#### DUTY AREA: Processing Mail

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<td>manually</td>
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#### DUTY AREA: Typewriting Activities

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<tr>
<td>Type forms</td>
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<td>legal documents</td>
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<tr>
<td>purchase orders</td>
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<td>news releases</td>
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<td>Type letters from longhand or edited rough draft</td>
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<td>Type memos from longhand or edited rough draft</td>
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<td>Type tables from longhand or edited rough draft</td>
<td>20, 33</td>
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<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>20, 24, 25, 31, 32, 35</td>
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<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards</td>
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### Duty Areas Included

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<td>Preparing Court Documents</td>
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<td>Taking and Transcribing Dictation</td>
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DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>81-84, 112-116, 15-, 209, 227, 259, 272, 274, 277, 280, 336</td>
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<tr>
<td>Manipulate text</td>
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<td>move (rearrange) text</td>
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<td>insert text</td>
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<tr>
<td>delete text, files or records from storage</td>
<td>143, 151, 155</td>
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<td>insert end-of-line hyphens into text</td>
<td>90, 112, 113, 115</td>
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<tr>
<td>process text and data using integrated software</td>
<td>343, 344, 346, 354, 360, 361, 362, 363, 368, 369, 374, 376</td>
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<td>assemble documents from stored text</td>
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<td>prepare new document from existing documents</td>
<td>83, 105, 106, 349, 360-363</td>
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<td>add new record to files</td>
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<td>Input data</td>
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<td>into database files</td>
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<td>Key tabular information</td>
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<td>Print information according to sort criteria</td>
<td>164, 166, 178, 189, 204, 230, 289</td>
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<td>Print mailing labels or envelopes</td>
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<td>Organizing and Planning</td>
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DUTY AREA: Editing and Correcting Documents, Records and Files

**TASK NAME**

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<td>rename files</td>
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DUTY AREA: Performing Financial Activities

**TASK NAME**

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<td>Process forms using computer</td>
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DUTY AREA: Inputting and Storing Documents and Files

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<td>Maintain computer files</td>
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<td>create backup files</td>
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<td>store documents on disks</td>
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<td>revise spreadsheet formulas</td>
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### Duty Area: Maintaining Office Supplies and Forms

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<tr>
<td>Prepare office supply inventory records</td>
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<td>on computer</td>
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### Duty Area: Organizing and Planning

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<td>Establish and update procedures and standards</td>
<td>6-13, 31-33</td>
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<tr>
<td>design clerical/administrative services forms</td>
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<td>Develop and analyze reports</td>
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<td>prepare statistical reports on clerical/</td>
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### Duty Area: Printing, Distributing and Receiving Output

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### Duty Area: Performing Clerical Activities

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<tr>
<td>Prepare documents for use by others</td>
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<td>compile worker production log</td>
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<tr>
<td>Preparing Court Documents</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
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<td>Performing Financial Activities</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>Processing Mail</td>
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<td>Typewriting Activities</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<th>TASK NAME</th>
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<tr>
<td>Manipulate text</td>
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<tr>
<td>move (rearrange) text</td>
<td>29-36, 44, 49</td>
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<tr>
<td>search and replace text</td>
<td>39-41, 49</td>
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<tr>
<td>insert text</td>
<td>6, 13-15, 21, 23, 24, 37, 38, 43, 44, 46, 48, 50</td>
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<tr>
<td>delete text, files or records from storage</td>
<td>11, 12, 17, 18, 23, 27, 28, 43, 44, 46, 48, 50</td>
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<tr>
<td>prepare new document from existing documents</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<thead>
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<th>TASK NAME</th>
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<tbody>
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<td>Maintain computer files</td>
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<td>store documents on disks</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<tr>
<td>Preparing Court Documents</td>
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<td>Taking and Transcribing Dictation</td>
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<tr>
<td>Filing Materials Manually</td>
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**DUTY AREA: Inputting and Storing Documents and Files**

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**DUTY AREA: Printing, Distributing and Receiving Output**

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<td>(fanfold or pinfeed) or single sheet paper</td>
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### DUTY AREA: Filing Materials Manually

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<td>57-60</td>
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<td>for subject filing</td>
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<td>for geographic filing</td>
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<td>apply established records retention policies</td>
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<table>
<thead>
<tr>
<th>DUTY AREAS INCLUDED</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
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</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
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<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td></td>
<td>X</td>
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<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
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<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
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<tr>
<td>Processing Mail</td>
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<tr>
<td>Typewriting Activities</td>
<td>X</td>
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### DUTY AREA: Preparing Client Documents

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Prepare agreements</td>
<td>337-338</td>
</tr>
<tr>
<td>Prepare bills of sale</td>
<td>333, 335</td>
</tr>
<tr>
<td>Prepare wills</td>
<td>337</td>
</tr>
<tr>
<td>Prepare deeds</td>
<td>333-334</td>
</tr>
<tr>
<td>Prepare powers of attorney</td>
<td>336</td>
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### DUTY AREA: Preparing Court Documents

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare other court documents</td>
<td></td>
</tr>
<tr>
<td>judgments</td>
<td>336</td>
</tr>
<tr>
<td>assignments</td>
<td>338</td>
</tr>
<tr>
<td>summons</td>
<td>338</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>98-100</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>move (rearrange) text</td>
<td>409-410, 412-416</td>
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<tr>
<td>insert text</td>
<td>375-380, 409-410, 412-416</td>
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<tr>
<td>assemble documents from stored text</td>
<td>375-380, 409-410, 412-416</td>
</tr>
<tr>
<td>prepare new document from existing documents</td>
<td>375-380, 409-410, 412-416</td>
</tr>
<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>revise stored repetitive material</td>
<td>409-410, 412-416</td>
</tr>
<tr>
<td>update data on graphs and charts</td>
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### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Filing Materials Manually

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Sort materials</td>
<td>370-374</td>
</tr>
<tr>
<td>for alphabetic filing</td>
<td></td>
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<tr>
<td>File materials</td>
<td>370-374</td>
</tr>
<tr>
<td>with alphabetic filing system</td>
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#### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>314-338, 380, 402, 412</td>
</tr>
<tr>
<td>Key mailing labels</td>
<td>371, 403-404</td>
</tr>
<tr>
<td>Input data into database files</td>
<td>375-381</td>
</tr>
<tr>
<td>Maintain computer files</td>
<td>375-380, 381</td>
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<tr>
<td>store repetitive material</td>
<td>375-380, 409, 410, 412-413</td>
</tr>
<tr>
<td>store documents on disks</td>
<td></td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>195, 221, 235-313, 384-395, 396-401, 403, 404, 407-410, 412-413</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>114, 157-179, 414-416</td>
</tr>
<tr>
<td>Key meeting minutes from longhand or edited rough draft</td>
<td>115-116</td>
</tr>
<tr>
<td>Key outlines from longhand or edited rough draft</td>
<td>150-156</td>
</tr>
<tr>
<td>Key agenda from longhand or edited rough draft</td>
<td>117</td>
</tr>
<tr>
<td>Key news release from longhand or edited rough draft</td>
<td>116</td>
</tr>
<tr>
<td>Key tabular information</td>
<td>120-149, 339-369, 396-399, 413-414</td>
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### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA:** Organizing and Planning

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Organize workflow</td>
<td>406-416</td>
</tr>
<tr>
<td>prioritize work</td>
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**DUTY AREA:** Printing, Distributing and Receiving Output

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<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or nfeed) or single sheet paper</td>
<td>as directed by instructor</td>
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**DUTY AREA:** Performing Clerical Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Prepare office for daily use</td>
<td>406-416</td>
</tr>
<tr>
<td>prioritize work</td>
<td></td>
</tr>
<tr>
<td>Prepare documents for use by others</td>
<td>201, 375, 371, 383, 408</td>
</tr>
<tr>
<td>duplicate materials on photocopier</td>
<td></td>
</tr>
<tr>
<td>Process telephone calls</td>
<td>406</td>
</tr>
<tr>
<td>incoming calls</td>
<td></td>
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</tbody>
</table>
### DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td><strong>Type forms</strong></td>
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<tr>
<td>legal documents</td>
<td>331-338</td>
</tr>
<tr>
<td>purchase requisitions</td>
<td>315-317</td>
</tr>
<tr>
<td>purchase orders</td>
<td>317-319</td>
</tr>
<tr>
<td>invoices</td>
<td>319-321</td>
</tr>
<tr>
<td>telegraph messages</td>
<td>298-300, 306, 396</td>
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<tr>
<td>news releases</td>
<td>116-117</td>
</tr>
<tr>
<td>order forms</td>
<td>402</td>
</tr>
<tr>
<td>credit memoranda</td>
<td>322-323</td>
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<tr>
<td>statements</td>
<td>323-326</td>
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<tr>
<td>receipts</td>
<td>327</td>
</tr>
<tr>
<td>resume</td>
<td>118</td>
</tr>
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<td>voucher checks</td>
<td>328</td>
</tr>
<tr>
<td>expense reports</td>
<td>329, 330</td>
</tr>
<tr>
<td>financial statements</td>
<td>366-369</td>
</tr>
<tr>
<td><strong>Type letters from longhand or edited rough draft</strong></td>
<td>115-207, 211-221, 235-284, 304-313, 376-380, 384-393, 396, 398-399, 400-401, 403, 407, 409-410, 412-413</td>
</tr>
<tr>
<td><strong>Type memos from longhand or edited rough draft</strong></td>
<td>117, 285-297, 304, 305-306, 394-397, 404-405, 408, 410</td>
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<tr>
<td><strong>Type tables from longhand or edited rough draft</strong></td>
<td>126-129, 130-137, 138-149, 339-365, 396-399, 413-414</td>
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<tr>
<td><strong>Type manuscripts from longhand or edited rough draft</strong></td>
<td>174-179</td>
</tr>
<tr>
<td><strong>Type technical reports from longhand or edited rough draft</strong></td>
<td>157-164, 166-174, 414-416</td>
</tr>
<tr>
<td><strong>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</strong></td>
<td>114, 166-175, 365</td>
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<tr>
<td><strong>Type outlines from longhand or edited rough draft</strong></td>
<td>151-156</td>
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</table>
### DUTY AREA: Typewriting Activities (Continued)

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Type information on cards, such as postal cards, index cards, file cards</td>
<td>301-303, 399</td>
</tr>
<tr>
<td>or address-finder cards from longhand or edited rough draft</td>
<td></td>
</tr>
<tr>
<td>Type labels, such as address labels, file folder labels or file drawer</td>
<td>371-375, 403-404, 411</td>
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<tr>
<td>labels from longhand or edited rough draft</td>
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<tr>
<td>Type materials for reproduction (reprographics)</td>
<td>376, 409-419</td>
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<tr>
<td>from longhand or edited rough draft</td>
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REFERENCE:  

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<tr>
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<td>X</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td></td>
<td>X</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
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<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
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<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td></td>
<td>X</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td>X</td>
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<tr>
<td>Processing Mail</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Typewriting Activities</td>
<td>X</td>
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</tbody>
</table>
### Duty Area: Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td>489</td>
</tr>
<tr>
<td>Prepare meeting agenda</td>
<td></td>
</tr>
<tr>
<td>Make arrangements for employer</td>
<td>339</td>
</tr>
<tr>
<td>for meetings (minutes)</td>
<td></td>
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</table>

### Duty Area: Performing Financial Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Process forms using computer</td>
<td>353, 409</td>
</tr>
<tr>
<td>Purchase requisitions</td>
<td></td>
</tr>
<tr>
<td>Invoices</td>
<td>232</td>
</tr>
<tr>
<td>Purchase orders</td>
<td>353, 411</td>
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### Duty Area: Preparing Medical Records and Insurance Forms

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Complete medical forms</td>
<td>469-474</td>
</tr>
<tr>
<td>Medical information, such as history, notes, clinical resumes and reports into medical records</td>
<td>469-474</td>
</tr>
<tr>
<td>Commercial insurance claim forms</td>
<td>474</td>
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</table>

### Duty Area: Processing Mail

<table>
<thead>
<tr>
<th>Task Name</th>
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<tbody>
<tr>
<td>Process outgoing mail</td>
<td>313, RG7</td>
</tr>
<tr>
<td>Specialized mail, such as registered, certified or insured mail</td>
<td>313, RG7</td>
</tr>
<tr>
<td>Format envelopes</td>
<td>83, 220, 313, RG7</td>
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# Duty Areas/Task Lists/Instructional Materials

## Duty Area: Typewriting Activities

<table>
<thead>
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<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Type forms</td>
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<tr>
<td>legal documents</td>
<td>463-468</td>
</tr>
<tr>
<td>tax returns</td>
<td>480</td>
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<tr>
<td>purchase requisitions</td>
<td>227, 231-232, 353-360, 384</td>
</tr>
<tr>
<td>purchase orders</td>
<td>227, 231-232, 353-360, 377</td>
</tr>
<tr>
<td>invoices</td>
<td>227, 231-232, 353-360, 377</td>
</tr>
<tr>
<td>requests for quotation</td>
<td>438</td>
</tr>
<tr>
<td>telegraph messages</td>
<td>331</td>
</tr>
<tr>
<td>news releases</td>
<td>329</td>
</tr>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td></td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td></td>
</tr>
<tr>
<td></td>
<td>72, 120, 159, 162-164, 227, 229-232, 234, 236, 243, 249, 308, 309, 327-328, 414, 422, 427, 444, 448</td>
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<td>Type tables from longhand or edited rough draft</td>
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### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Typewriting Activities (Continued)

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography from longhand or edited rough draft</td>
<td>97, 100, 101, 128, 280, 281, 284, 302-304, 397, 398, 399, 400-402, 460</td>
</tr>
<tr>
<td>Type outlines from longhand or edited rough draft</td>
<td>93-95, 104, 146</td>
</tr>
<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
<td>490</td>
</tr>
<tr>
<td>Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft</td>
<td>47-63, 408</td>
</tr>
<tr>
<td>Type materials for reproduction (reprographics) from longhand or edited rough draft</td>
<td>484-487</td>
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<tr>
<td>Type statistical reports from longhand or edited rough draft</td>
<td>137, 175, 254, 348-350, 408, 410, 415, 434, 437, 450, 453-455, 470, 477, 478, 500</td>
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172
### Duty Areas Included

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<thead>
<tr>
<th>Task</th>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
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<td>Preparing Court Documents</td>
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<td></td>
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<tr>
<td>Taking and Transcribing Dictation</td>
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<td>Editing and Correcting Documents, Records and Files</td>
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<td>Coordinating and Performing Activities for Employer</td>
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<td>X</td>
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<tr>
<td>Filing Materials Manually</td>
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<td>X</td>
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<tr>
<td>Performing Financial Activities</td>
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<td></td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<td>X</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>X</td>
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<td>Maintaining Office Supplies and Forms</td>
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<tr>
<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<tr>
<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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<td>Typewriting Activities</td>
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### Duty Areas/Task Lists/Instructional Materials

#### Duty Area: Preparing Client Documents

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Assignment</th>
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<tbody>
<tr>
<td>Prepare agreements</td>
<td>3.1, 3.2, 3.8</td>
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<td>Prepare wills</td>
<td>6.6, 6.9</td>
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<tr>
<td>Prepare real estate documents</td>
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<tr>
<td>lease</td>
<td>7.1</td>
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<tr>
<td>contract</td>
<td>7.2</td>
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<tr>
<td>closing statement</td>
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<td>deed</td>
<td>7.3, 7.9</td>
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<td>mortgage</td>
<td>7.4</td>
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<td>mortgage note</td>
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<td>property description</td>
<td>7.8</td>
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<td>Format legal documents</td>
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<td>letter</td>
<td>1.1 to 1.26</td>
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<td>bill of costs</td>
<td>2.1, 3.9, 4.5 to 4.9, 5.9, 6.11, 7.7</td>
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<td>accident fact sheet</td>
<td>2.12</td>
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<td>certificate of partnership discontinuance</td>
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<td>certificate of firm name</td>
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<td>partnership agreement</td>
<td>5.2, 5.4</td>
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<td>articles of incorporation</td>
<td>5.5</td>
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<td>Prepare bankruptcy documents</td>
<td>8.1 to 8.8</td>
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#### Duty Area: Preparing Court Documents

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Assignment</th>
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<tbody>
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<td>Prepare papers</td>
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### DUTY AREA: Preparing Court Documents (Continued)

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<td>power of attorney</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

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<td>Manipulate text</td>
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<td>search and replace text</td>
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<td>process text and data using integrated software</td>
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<td>assemble documents from stored text</td>
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<td>prepare new document from existing documents</td>
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<td>Prepare business forms manually itemized bills, invoices or statements</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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### DUTY AREA: Printing, Distributing and Receiving Output

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DUTY AREA: Typewriting Activities

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This publication is composed entirely of timed writings and drills.
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### Duty Areas/Task Lists/Instructional Materials

#### Duty Area: Editing and Correcting Documents, Records and Files

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#### Duty Area: Coordinating and Performing Activities for Employer

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<td>prepare meeting agenda</td>
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#### Duty Area: Inputting and Storing Documents and Files

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### Duty Area: Printing, Distributing and Receiving Output

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DUTY AREA: Typewriting Activities

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186 102
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<td>Typewriting Activities</td>
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### Duty Areas/Task Lists/Instructional Materials

#### 55. Dostal

**DUTY AREA:** Preparing Client Documents

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Prepare agreements</td>
<td>22-24, 60</td>
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<tr>
<td>Prepare wills</td>
<td>63, 65</td>
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<tr>
<td>Prepare deeds on preprinted forms</td>
<td>54</td>
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<tr>
<td>Prepare leases on preprinted forms</td>
<td>67</td>
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**DUTY AREA:** Preparing Court Documents

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Prepare petitions and certificates</td>
<td></td>
</tr>
<tr>
<td>for dissolution of marriage</td>
<td>75-78</td>
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**DUTY AREA:** Editing and Correcting Documents, Records and Files

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<thead>
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<th>TASK NAME</th>
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<tbody>
<tr>
<td>Proofread documents for content, format</td>
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</tr>
<tr>
<td>and typographical errors</td>
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**DUTY AREA:** Inputting and Storing Documents and Files

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<th>PAGE NUMBER</th>
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<td>Key documents from longhand or edited rough draft</td>
<td>22, 54, 60, 63, 65, 67, 73, 75</td>
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<td>Key correspondence from longhand or edited rough draft</td>
<td>4, 9, 25, 32, 35, 41, 45, 53, 56, 60, 70, 82, 92, 93, 94</td>
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<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>6, 7, 14, 37, 44, 33, 48</td>
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<tr>
<td>Key meeting minutes from longhand or edited rough draft</td>
<td>17-21</td>
</tr>
<tr>
<td>Key outlines from longhand or edited rough draft</td>
<td>11, 17</td>
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<tr>
<td>Key tabular information</td>
<td>3, 31, 43, 91</td>
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**DUTY AREA:** Preparing Medical Records and Insurance Forms

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<td>Complete medical forms</td>
<td>81, 83, 85, 87, 89</td>
</tr>
<tr>
<td>medical information, such as history, notes, clinical resumes and reports</td>
<td></td>
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<tr>
<td>into medical records</td>
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DUTY AREA: Typewriting Activities

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<tr>
<td>Type forms</td>
<td>54, 60, 63, 65, 67, 73, 75-78</td>
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<tr>
<td>legal documents</td>
<td></td>
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<td>Type letters from longhand or edited rough draft</td>
<td>4-5, 25-27, 32, 41, 82</td>
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<td>Type memos from longhand or edited rough draft</td>
<td>9-10, 35, 45, 53, 56, 60, 70, 92, 93, 94</td>
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<td>Type tables from longhand or edited rough draft</td>
<td>3, 31, 43, 91</td>
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<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>37</td>
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<tr>
<td>Type technical reports from longhand or edited rough draft</td>
<td>6, 7-8, 14-16, 48-49, 81, 83-84, 85-86, 87-88, 89-90</td>
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<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
<td>33, 44</td>
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<tr>
<td>Type outlines from longhand or edited rough draft</td>
<td>11-13, 17-21</td>
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## Duty Areas Included

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<td>Preparing Court Documents</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
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<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
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<td>Filing Materials Manually</td>
<td>X</td>
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<tr>
<td>Performing Financial Activities</td>
<td>X</td>
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<td>Inputting and Storing Documents and Files</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
<td></td>
</tr>
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<td>Maintaining Office Supplies and Forms</td>
<td>X</td>
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</tr>
<tr>
<td>Organizing and Planning</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
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<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
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<td>Processing Mail</td>
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### Duty Areas/Task Lists/Instructional Materials

#### Duty Area: Editing and Correcting Documents, Records and Files

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<th>Task Name</th>
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<tbody>
<tr>
<td>Manipulate text</td>
<td>10, 33, 63</td>
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<tr>
<td>delete text, files or records from storage</td>
<td></td>
</tr>
<tr>
<td>Maintain files</td>
<td>6, 9, 29, 33, 35, 37, 57, 61</td>
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<tr>
<td>add new record to files</td>
<td>10, 31, 36, 37, 59, 62, 65</td>
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<tr>
<td>update existing records in files</td>
<td>all activities</td>
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<tr>
<td>maintain backup files</td>
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#### Duty Area: Inputting and Storing Documents and Files

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<th>Task Name</th>
<th>Page Numbers</th>
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<tbody>
<tr>
<td>Input data</td>
<td>forms 1.1 to 1.18</td>
</tr>
<tr>
<td>from source documents</td>
<td>forms 2.1 to 2.28</td>
</tr>
<tr>
<td>into database files</td>
<td>forms 3.1 to 3.28</td>
</tr>
<tr>
<td>Initialize disks</td>
<td>3</td>
</tr>
<tr>
<td>Maintain computer files</td>
<td>5-11, 29-38, 57-65</td>
</tr>
<tr>
<td>create backup files</td>
<td>5-11, 29-38, 57-65</td>
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<tr>
<td>store documents on disks</td>
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#### Duty Area: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>Task Name</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed</td>
<td>7-11, 30-32, 34-37, 58, 62-66</td>
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<tr>
<td>(fanfold or pinfeed) or single sheet paper</td>
<td></td>
</tr>
<tr>
<td>Print information according to sort criteria</td>
<td>7-11, 31-32, 34-37, 58, 62-65</td>
</tr>
<tr>
<td>Print mailing labels or envelopes</td>
<td>35, 38, 60, 63</td>
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## Duty Areas/Task Lists/Instructional Materials

### Reference:

ISBN 0-538-60228-7

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### Duty Areas Included

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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
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<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
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<td>Coordinating and Performing Activities for Employer</td>
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<td>X</td>
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<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
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<td>Maintaining Office Equipment</td>
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<td>X</td>
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<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving Output</td>
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<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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<td>Typewriting Activities</td>
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DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>33, 37, 58</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
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<tr>
<td>move (rearrange) text</td>
<td>19, 36</td>
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<tr>
<td>insert text</td>
<td>18</td>
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<tr>
<td>delete text, files or records from storage</td>
<td>36-37, 62, 96</td>
</tr>
<tr>
<td>process text and data using integrated software</td>
<td>20-22, 49-100, 100-101</td>
</tr>
<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>add new record to files</td>
<td>18, 32-33, 35-37, 57-62, 92, 93</td>
</tr>
<tr>
<td>update existing records in files</td>
<td>20, 35-37, 59-60, 62, 64, 93-96</td>
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<tr>
<td>maintain backup files</td>
<td>16-20, 31-40, 56-66, 90-100</td>
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<td>copy one disk to another</td>
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DUTY AREA: Inputting and Storing Documents and Files

<table>
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<td>Maintain computer files</td>
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<td>store repetitive material</td>
<td>66, 100</td>
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<td>create backup files</td>
<td>16-20, 31-40, 56-66, 90-100</td>
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<tr>
<td>store documents on disks</td>
<td>16-20, 31-40, 56-66, 90-100</td>
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### Duty Area: Printing, Distributing and Receiving Output

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<th>Task Name</th>
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<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>18-19, 22, 33-38, 41, 58, 61, 64-67, 92, 94-95, 98-99</td>
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<td>Print information according to sort criteria</td>
<td>19-20, 40-41, 60-61</td>
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### Duty Area: Processing Mail

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<td>Maintain mailing lists on computer</td>
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### Duty Areas/Task Lists/Instructional Materials

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<td>Preparing Court Documents</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
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<td>Editing and Correcting Documents, Records and Files</td>
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<td>Coordinating and Performing Activities for Employer</td>
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<td>Filing Materials Manually</td>
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<td>Performing Financial Activities</td>
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<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving Output</td>
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<td>Performing Clerical Activities</td>
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### Duty Area: Preparing Client Documents

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### Duty Area: Preparing Court Documents

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<tr>
<td>on preprinted forms</td>
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<tr>
<td>from sample forms</td>
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<td>Prepare other court documents affidavits</td>
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### Duty Area: Performing Financial Activities

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<td>Prepare business forms manually expense accounts</td>
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### Duty Area: Preparing Medical Records and Insurance Forms

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<tr>
<td>Complete medical forms commercial insurance claim forms</td>
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### Duty Area: Typewriting Activities

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<td>application for employments</td>
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<td>22-23</td>
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<td>lifeguard's report</td>
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<td>employee evaluations</td>
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REFERENCE:  

This publication is a drill book with no application exercises.


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<td>Preparing Court Documents</td>
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<tr>
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<td>Editing and Correcting Documents, Records and Files</td>
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DUTY AREA: Editing and Correcting Documents, Records and Files

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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<td>Proofread documents for content, for it and typographical errors</td>
<td>26-27, 51, 52, 79</td>
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<td>Verify data and correct errors</td>
<td>53, 84, 131-135, 149-151</td>
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<td>Manipulate text</td>
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</tr>
<tr>
<td>move (rearrange) text</td>
<td>113, 114-115, 116-117, 119, 131-135, 244-245, 246, 249-250, 252</td>
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<tr>
<td>search and replace text</td>
<td>86-87</td>
</tr>
<tr>
<td>insert text</td>
<td>52-53</td>
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<tr>
<td>delete text, files or records from storage</td>
<td>29-30, 52-53, 84</td>
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<tr>
<td>insert end-of-line hyphens into text</td>
<td>68-69, 193-194, 199</td>
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<tr>
<td>process text and data using integrated software</td>
<td>211, 212-213, 214-215, 255-256</td>
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<td>assemble documents from stored text</td>
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<td>add new record to files</td>
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<td>update existing records in files</td>
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DUTY AREA: Inputting and Storing Documents and Files

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<td>Key documents from longhand or edited rough draft</td>
<td>149-150, 182-184</td>
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<td>Initialize disks</td>
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<td>64-65, 92-93, 124-126</td>
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<td>Key business reports or manuscripts from longhand or edited rough draft</td>
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<td>Key outlines from longhand or edited rough draft</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
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### DUTY AREA: Processing Mail

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### DUTY AREA: Typewriting Activities

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Duty Areas/Task Lists/Instructional Materials

(Specialized application, 154 pages).

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<td>and Files</td>
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<td>for Employer</td>
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DUTY AREAS INCLUDED: 

- Preparing Client Documents: X
- Preparing Court Documents: X
- Taking and Transcribing Dictation: X
- Editing and Correcting Documents, Records and Files: X
- Coordinating and Performing Activities for Employer: X
- Filing Materials Manually: X
- Performing Financial Activities: X
- Inputting and Storing Documents and Files: X
- Preparing Medical Records and Insurance Forms: X
- Maintaining Office Equipment: X
- Maintaining Office Supplies and Forms: X
- Organizing and Planning: X
- Printing, Distributing and Receiving Output: X
- Performing Clerical Activities: X
- Processing Mail: X
- Typewriting Activities: X
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<td>Prepare codicils</td>
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<td>Prepare wills</td>
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<td>Prepare contracts</td>
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<td>Prepare deeds</td>
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<tr>
<td>from dictation</td>
<td>161</td>
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<td>from example</td>
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<td>from example</td>
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### Duty Area: Preparing Court Documents

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## Duty Area: Preparing Court Documents (Continued)

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## Duty Area: Taking and Transcribing Dictation

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<td>Take legal dictation and transcribe legal documents</td>
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## Duty Area: Typewriting Activities

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<td>Type letters</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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### DUTY AREA: Preparing Client Documents

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<td>Prepare wills</td>
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### DUTY AREA: Preparing Court Documents

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### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA:** Editing and Correcting Documents, Records and Files

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**DUTY AREA:** Inputting and Storing Documents and Files

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**DUTY AREA:** Printing, Distributing and Receiving Output

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**DUTY AREA:** Typewriting Activities

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## Duty Areas Included

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<td>Inputting and Storing Documents and Files</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td>Processing Mail</td>
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DUTY AREAS INCLUDED

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<td>Taking and Transcribing Dictation</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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**DUTY AREA:** Filing Materials Manually

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Duty Areas/Task Lists/Instructional Materials

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### Duty Area: Filing Materials Manually

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### Duty Area: Taking and Transcribing Dictation

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<td>Transcribe dictation</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

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<td>Manipulate text</td>
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<td>move (rearrange) text</td>
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<tr>
<td>search and replace text</td>
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<tr>
<td>insert text</td>
<td>207-226</td>
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<tr>
<td>delete text, files or records from storage</td>
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### Duty Area: Coordinating and Performing Activities for Employer

<table>
<thead>
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<tbody>
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<td>Schedule appointments and meetings</td>
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<td>make travel arrangements</td>
<td>391-417</td>
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<td>schedule appointments or meetings</td>
<td>373-391</td>
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<tr>
<td>prepare daily schedule of appointments</td>
<td>344-367</td>
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<td>maintain appointments and meeting schedules on computer</td>
<td>345-353</td>
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<td>arrange itineraries</td>
<td>392-417</td>
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<td>Make arrangements for employer</td>
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<td>for meetings</td>
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<td>for conferences</td>
<td>368-391</td>
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<td>Review technical journals for articles of interest</td>
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### DUTY AREA: Filing Materials Manually

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<td>Retrieve materials</td>
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<td>stored on microfilm or microfiche</td>
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<td>manual system</td>
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<td>record retention policies</td>
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### DUTY AREA: Performing Financial Activities

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<td>Process forms manually payments</td>
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<tr>
<td>Prepare business forms manually</td>
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<td>bank deposits</td>
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<td>Prepare business forms using calculator</td>
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<td>payroll</td>
<td>440-442</td>
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<td>Reconcile forms</td>
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<td>cash count with payments</td>
<td>418-449</td>
</tr>
<tr>
<td>bank statements</td>
<td>418-449</td>
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<tr>
<td>Proces: journal entries manually</td>
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<tr>
<td>make journal entries</td>
<td>418-449</td>
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<tr>
<td>post entries from journals to ledgers</td>
<td>418-449</td>
</tr>
<tr>
<td>Control petty cash funds</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Input data with optical character recognition equipment into spreadsheet formats</td>
<td>226-262, 178-206</td>
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<tr>
<td>Maintain computer files create backup files</td>
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<td>Key correspondence from longhand or edited rough draft</td>
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### DUTY AREA: Maintaining Office Equipment

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<tr>
<td>Determine needs for software for work stations furniture</td>
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### DUTY AREA: Maintaining Office Supplies and Forms

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<tr>
<td>Prepare cost justification for purchase of office supplies</td>
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## Duty Area: Organizing and Planning

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<tr>
<td>Organize workflow plan office layout and workflow</td>
<td>1-95</td>
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<tr>
<td>Establish and update procedures and standards establish procedures for securing confidential information</td>
<td>201-226</td>
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## Duty Area: Printing, Distributing and Receiving Output

<table>
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<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>145-177</td>
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<tr>
<td>Transmit data via electronic bulletin board or electronic mail</td>
<td>1-95, 292-308</td>
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## Duty Area: Performing Clerical Activities

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<tbody>
<tr>
<td>Prepare office for daily use perform data protection procedures during power failure</td>
<td>220-226</td>
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<td>Process telephone calls incoming calls</td>
<td>320-341</td>
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<tr>
<td>Process telephone calls outgoing calls</td>
<td>330-334</td>
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<tr>
<td>Process mail incoming</td>
<td>309-319</td>
</tr>
<tr>
<td>Process mail outgoing</td>
<td>309-319</td>
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<td>Process mail electronic</td>
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### DUTY AREA: Processing Mail

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<td>Process incoming mail</td>
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<td>receive mail</td>
<td>309-319</td>
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<td>sort mail</td>
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<tr>
<td>distribute mail</td>
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<tr>
<td>Process outgoing mail</td>
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<td>specialized mail, such as registered, certified or insured mail</td>
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### DUTY AREA: Typewriting Activities

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<td>Type letters from longhand or edited rough draft</td>
<td>125-137, 155-159</td>
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<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>125-126, 155-159</td>
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<td>Type technical reports</td>
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<td>Preparing Court Documents</td>
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<td>Taking and Transcribing Dictation</td>
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<td>Coordinating and Performing Activities for Employer</td>
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<td>Performing Financial Activities</td>
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<td>Inputting and Storing Documents and Files</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<td>Processing Mail</td>
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## Duty Area: Editing and Correcting Documents, Records and Files

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<td>process text and data using integrated software</td>
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<td>Maintain files</td>
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<td>add new record to files</td>
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<td>update existing records in files</td>
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<td>revise stored repetitive material</td>
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<td>update data on graphs and charts</td>
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<td>rename files</td>
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## Duty Area: Coordinating and Performing Activities for Employer

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<td>make travel arrangements</td>
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<td>schedule appointments or meetings</td>
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<td>arrange itineraries</td>
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<td>prepare meeting agenda</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<td>17, 47, 71, 73</td>
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<td>into graphs and charts</td>
<td>33</td>
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<td>into database files</td>
<td>15, 65</td>
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<tr>
<td>Maintain computer files</td>
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<tr>
<td>store documents on disks</td>
<td>10, 13, 17, 25, 27, 29, 44, 48, 52, 67, 68, 70, 79, 81, 82</td>
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<td>revise spreadsheet formulas</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<td>Taking and Transcribing Dictation</td>
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ERI C 232

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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<td>move (rearrange) text</td>
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<td>search and replace text</td>
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<td>insert text</td>
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<tr>
<td>delete text, files or records from storage</td>
<td>3, 5, 7, 8, 12, 13, 18, 19, 28</td>
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<td>assemble documents from stored text</td>
<td>2, 6, 13, 18, 20, 26, 27</td>
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<td>prepare new document from existing documents</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<td>Maintain computer files</td>
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<td>store repetitive material</td>
<td>1, 15, 16, 25, 27</td>
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<td>store documents on disks</td>
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<td>2, 4, 6, 14</td>
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<td>23</td>
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<td>Key agenda from longhand or edited rough draft</td>
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<td>Taking and Transcribing Dictation</td>
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<td>Filing Materials Manually</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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This orientation/background level publication is the companion book for *The complete court reporter's handbook* by M. H. Knapp published by Prentice Hall in 1987. The student learns machine shorthand with the stenograph machine.
### Duty Areas Included

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### DUTY AREA: Filing Materials Manually

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<td>arrange for filing of special materials</td>
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<td>Retrieve materials</td>
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<td>for magnetic media</td>
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Duty Areas/Task Lists/Instructional Materials

---

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DUTY AREA: Filing Materials Manually

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<td>arrange for filing of special materials</td>
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ISBN 0-538-60115-9


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# Duty Areas/Task Lists/Instructional Materials

**DUTY AREA:** Editing and Correcting Documents, Records and Files

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<tbody>
<tr>
<td><strong>Proofread documents for content, format and typographical errors</strong></td>
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<td>move (rearrange) text</td>
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<td>search and replace text</td>
<td>132-133</td>
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<tr>
<td>insert text</td>
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<td>delete text, files or records from storage</td>
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<td>insert end-of-line hyphens into text</td>
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**DUTY AREA:** Inputting and Storing Documents and Files

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<tr>
<td><strong>Key tabular information</strong></td>
<td>86-88, 180-182, 192-194, 204-206</td>
</tr>
</tbody>
</table>
### Duty Area: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>38, 152-154, 329-333, 372-375, 405-408, 419-426</td>
</tr>
<tr>
<td>Print mailing labels or envelopes</td>
<td>419-424</td>
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### Duty Area: Typewriting Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>27-28, 119-121, 269-270</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>180-182, 267-268</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>86-88, 180-182, 192-194, 204-206</td>
</tr>
<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
<td>290-291</td>
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**DUTY AREAS INCLUDED**

<table>
<thead>
<tr>
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<tr>
<td>Preparing Client Documents</td>
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<td>X</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td>X</td>
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<tr>
<td>Processing Mail</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>15, 17, 19, 23, 27, 31, 35, 97</td>
</tr>
<tr>
<td>Verify data and correct errors</td>
<td>235</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>move (rearrange) text</td>
<td>47</td>
</tr>
<tr>
<td>search and replace text</td>
<td>27, 35</td>
</tr>
<tr>
<td>delete text, files or records from storage</td>
<td>63, 77, 243, 247, 255</td>
</tr>
<tr>
<td>assemble documents from stored text</td>
<td>39, 59</td>
</tr>
<tr>
<td>prepare new document from existing documents</td>
<td>217, 219, 225</td>
</tr>
<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>add new record to files</td>
<td>71, 73</td>
</tr>
<tr>
<td>update existing records in files</td>
<td>17, 27, 35, 113</td>
</tr>
<tr>
<td>maintain backup files</td>
<td>63</td>
</tr>
<tr>
<td>copy one disk to another</td>
<td>63</td>
</tr>
<tr>
<td>add data to backup files</td>
<td>63</td>
</tr>
<tr>
<td>delete data from backup files</td>
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### DUTY AREA: Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td>298</td>
</tr>
<tr>
<td>schedule appointments or meetings</td>
<td></td>
</tr>
<tr>
<td>maintain appointments and meeting schedules on computer</td>
<td>339, 343</td>
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### Duty Area: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>49, 53, 143</td>
</tr>
<tr>
<td>Input data with optical character recognition equipment into spreadsheet formats</td>
<td>375, 127, 129, 131, 135, 137, 139, 147, 151, 155, 159, 163, 165, 169, 171, 177, 249, 251, 259, 269, 277</td>
</tr>
<tr>
<td>from source documents into graphs and charts into database files</td>
<td>109, 279, 281</td>
</tr>
<tr>
<td>Maintain computer files</td>
<td>63</td>
</tr>
<tr>
<td>update spelling dictionary</td>
<td>135, 171, 177, 255, 269</td>
</tr>
<tr>
<td>store documents on disks</td>
<td></td>
</tr>
<tr>
<td>revise spreadsheet formulas</td>
<td></td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>15, 17, 19, 215, 245, 283</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>23, 213, 221, 261, 283</td>
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<tr>
<td>Key tabular information</td>
<td>31, 35, 43, 45</td>
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<tr>
<td>Key graphs from longhand or edited rough draft</td>
<td>189, 191, 193, 195, 197, 199, 201, 205</td>
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### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA:** Organizing and Planning

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Establish and update procedures and standards</td>
<td>3</td>
</tr>
<tr>
<td>establish clerical/administrative services</td>
<td></td>
</tr>
<tr>
<td>chargeback costs</td>
<td></td>
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**DUTY AREA:** Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>15, 17, 19, 23, 27, 31, 39, 45-49, 53, 59, 73, 77, 85, 97, 127, 129, 131, 135-139, 143, 147, 151, 155, 159, 163, 165, 169, 171, 177, 189-201, 205, 213-221, 225, 229, 231, 241-253, 259, 261, 263, 265, 269, 271, 273, 277, 279, 281, 283, 285, 289, 375</td>
</tr>
<tr>
<td>Print information according to sort criteria</td>
<td>43, 71, 75, 79, 81, 83, 87, 89, 91, 93, 95, 103, 105, 113, 117, 119, 121, 233, 237, 239, 255</td>
</tr>
<tr>
<td>Print mailing labels or envelopes</td>
<td>107</td>
</tr>
<tr>
<td>Transmit data via electronic bulletin board or electronic mail</td>
<td>298, 317, 321, 329</td>
</tr>
<tr>
<td>Transmit documents or reports via modem</td>
<td>301, 303, 307, 311, 325</td>
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Duty Areas/Task Lists/Instructional Materials

REFERENCE:
ISBN 0-07-025052-9

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<th>DUTY AREAS INCLUDED</th>
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<tr>
<td>Preparing Client Documents</td>
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<td>Preparing Court Documents</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
<td>X</td>
<td></td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
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<tr>
<td>Performing F'financial Activities</td>
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<td>X</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
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<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
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<tr>
<td>Processing Mail</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Typewriting Activities</td>
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</table>
### Duty Areas/Task Lists/Instructional Materials

#### Duty Area: Taking and Transcribing Dictation

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Take dictation</td>
<td></td>
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<tr>
<td>in shorthand</td>
<td>50-61</td>
</tr>
<tr>
<td>in brief hand</td>
<td>50-61</td>
</tr>
<tr>
<td>Transcribe dictation</td>
<td></td>
</tr>
<tr>
<td>from shorthand</td>
<td>62-63</td>
</tr>
<tr>
<td>from recorded media</td>
<td>62-63</td>
</tr>
<tr>
<td>from brief hand</td>
<td>50-61</td>
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</table>

#### Duty Area: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>Task Name</th>
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<tbody>
<tr>
<td>Proofread documents for content, format and</td>
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<tr>
<td>typographical errors</td>
<td>74</td>
</tr>
<tr>
<td>Verify data and correct errors</td>
<td>73</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>move (rearrange) text</td>
<td>67-74</td>
</tr>
<tr>
<td>insert text</td>
<td>43-49</td>
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### DUTY AREA: Filing Materials Manually

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Code materials for filing</td>
<td>98</td>
</tr>
<tr>
<td>Sort materials</td>
<td></td>
</tr>
<tr>
<td>for alphabetic filing</td>
<td>96</td>
</tr>
<tr>
<td>for numeric filing</td>
<td>95</td>
</tr>
<tr>
<td>File materials</td>
<td></td>
</tr>
<tr>
<td>with alphabetic filing system</td>
<td>96</td>
</tr>
<tr>
<td>with numeric filing system</td>
<td>95</td>
</tr>
<tr>
<td>Retrieve materials</td>
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</tr>
<tr>
<td>from files</td>
<td>98</td>
</tr>
<tr>
<td>stored on microfilm or microfiche</td>
<td>98</td>
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<tr>
<td>Maintain filing system procedures</td>
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<tr>
<td>maintain magnetic media file</td>
<td>94</td>
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<tr>
<td>maintain non-electronic filing system</td>
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### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Process forms manually</td>
<td>138</td>
</tr>
<tr>
<td>payments</td>
<td></td>
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<tr>
<td>Prepare business forms using calculator</td>
<td>102-105, 106-107, 108-109,</td>
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<tr>
<td>financial statements</td>
<td>110, 112, 112-114, 124-127</td>
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<tr>
<td>Reconcile forms</td>
<td>118-122</td>
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<td>cash count with payments</td>
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<td>Process journal entries manually</td>
<td>110-112, 112-114, 124-127</td>
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<tr>
<td>make journal entries</td>
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<tr>
<td>post entries from journals to ledgers</td>
<td>115-117, 128-131</td>
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</tbody>
</table>
### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>43-49</td>
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<tr>
<td>Input data with optical character recognition equipment</td>
<td>64-66, 43-49</td>
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<tr>
<td>Maintain computer files update spelling dictionary</td>
<td>73</td>
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<tr>
<td>Key correspondence from longhand or edited rough draft</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>75-79</td>
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<tr>
<td>Receive data via modem</td>
<td>91-93</td>
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<tr>
<td>Transmit data via electronic bulletin board or electronic mail</td>
<td>91-93</td>
</tr>
<tr>
<td>Separate continuous-feed forms or paper</td>
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### DUTY AREA: Performing Clerical Activities

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Prepare documents for use by others</td>
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<tr>
<td>duplicate materials on photocopier</td>
<td>78</td>
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<tr>
<td>collate and bind documents</td>
<td>78</td>
</tr>
<tr>
<td>Process telephone calls</td>
<td>87-92</td>
</tr>
<tr>
<td>incoming calls</td>
<td>88</td>
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<tr>
<td>outgoing calls</td>
<td>89</td>
</tr>
<tr>
<td>Process mail</td>
<td>80-86</td>
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<tr>
<td>incoming</td>
<td>80, 84</td>
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<td>outgoing</td>
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### DUTY AREA: Processing Mail

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<tbody>
<tr>
<td>Process incoming mail</td>
<td>80, 84</td>
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<tr>
<td>sort mail</td>
<td>85</td>
</tr>
<tr>
<td>Process outgoing mail</td>
<td>83</td>
</tr>
<tr>
<td>packages for shipping</td>
<td></td>
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<tr>
<td>specialized mail, such as registered,</td>
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<tr>
<td>certified or insured mail</td>
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REFERENCE:


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<tr>
<th>Duty Areas Included</th>
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<th>No</th>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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<td>X</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
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<tr>
<td>Performing Financial Activities</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td>Maintaining Office Equipment</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
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<tr>
<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<tr>
<td>Processing Mail</td>
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<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
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### Duty Area: Filing Materials Manually

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Code materials for filing</td>
<td>1-60</td>
</tr>
<tr>
<td>Sort materials</td>
<td></td>
</tr>
<tr>
<td>for alphabetic filing</td>
<td>1-60</td>
</tr>
<tr>
<td>for numeric filing</td>
<td>51-59</td>
</tr>
<tr>
<td>for subject filing</td>
<td>51-59</td>
</tr>
<tr>
<td>for geographic filing</td>
<td>53-59</td>
</tr>
<tr>
<td>File materials</td>
<td></td>
</tr>
<tr>
<td>with alphabetic filing system</td>
<td>1-60</td>
</tr>
<tr>
<td>Establish filing systems</td>
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<td>cross-referencing system</td>
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(Application, 20 pages).

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<tr>
<td>Preparing Client Documents</td>
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</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
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<td></td>
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<tr>
<td>Performing Financial Activities</td>
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<td>X</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>Maintaining Office Equipment</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
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<td>Printing, Distributing and Receiving Output</td>
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<tr>
<td>Performing Clerical Activities</td>
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<td>X</td>
</tr>
<tr>
<td>Processing Mail</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
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<td>X</td>
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</tbody>
</table>
# Duty Areas/Task Lists/Instructional Materials

## Duty Area: Filing Material Manually

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Code materials for filing</td>
<td>1-20</td>
</tr>
<tr>
<td>Sort materials</td>
<td></td>
</tr>
<tr>
<td>for alphabetic filing</td>
<td>1-13</td>
</tr>
<tr>
<td>for geographic filing</td>
<td>14-20</td>
</tr>
<tr>
<td>File materials</td>
<td></td>
</tr>
<tr>
<td>with alphabetic filing system</td>
<td>1-13</td>
</tr>
<tr>
<td>with geographic filing system</td>
<td>14-20</td>
</tr>
<tr>
<td>Establish filing systems</td>
<td></td>
</tr>
<tr>
<td>manual system</td>
<td>1-20</td>
</tr>
<tr>
<td>cross-referencing system</td>
<td>1-20</td>
</tr>
<tr>
<td>and file index system</td>
<td></td>
</tr>
<tr>
<td>complete cross-reference sheet</td>
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## Duty Areas/Task Lists/Instructional Materials

### Reference:


### Duty Areas Included

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<th>Activity</th>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
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<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
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</tr>
<tr>
<td>Maintaining Office Equipment</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
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<td>X</td>
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<tr>
<td>Processing Mail</td>
<td></td>
<td>X</td>
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### Duty Areas

#### Preparing Client Documents

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Assignment</th>
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</thead>
<tbody>
<tr>
<td>Prepare promissory notes on preprinted forms</td>
<td>28</td>
</tr>
<tr>
<td>Prepare powers of attorney on preprinted forms</td>
<td>15</td>
</tr>
<tr>
<td>Prepare corporation documents</td>
<td></td>
</tr>
<tr>
<td>corporation minute books</td>
<td>11, 12</td>
</tr>
<tr>
<td>bylaws</td>
<td>24</td>
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</table>

#### Preparing Court Documents

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare other court documents</td>
<td></td>
</tr>
<tr>
<td>affidavits</td>
<td>13</td>
</tr>
</tbody>
</table>

#### Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>all assignments</td>
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</table>

#### Filing Materials Manually

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sort materials for alphabetic filing</td>
<td>3, 9</td>
</tr>
<tr>
<td>File materials with alphabetic filing system</td>
<td>3, 9</td>
</tr>
</tbody>
</table>
### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA: Performing Financial Activities**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>ASSIGNMENT</th>
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</thead>
<tbody>
<tr>
<td>Process forms manually checks</td>
<td>6</td>
</tr>
<tr>
<td>Prepare business forms manually itemized bills, invoices or statements</td>
<td>20, 21, 23, 25, 26, 27, 29</td>
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<tr>
<td>Prepare business forms using calculator payroll</td>
<td>14</td>
</tr>
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**DUTY AREA: Inputting and Storing Documents and Files**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>ASSIGNMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key documents</td>
<td>1, 5, 7, 10, 11, 12, 13, 14, 15, 16, 19, 20, 22, 23, 24, 26, 27, 28</td>
</tr>
<tr>
<td>Key mailing labels</td>
<td>8, 30</td>
</tr>
<tr>
<td>Key correspondence</td>
<td>1, 5, 7, 16</td>
</tr>
<tr>
<td>Key business reports or manuscripts</td>
<td>22</td>
</tr>
<tr>
<td>Key meeting minutes</td>
<td>11, 12</td>
</tr>
<tr>
<td>Key tabular information</td>
<td>4, 9, 17, 18, 20, 21, 31</td>
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</tbody>
</table>

**DUTY AREA: Maintaining Office Supplies and Forms**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>ASSIGNMENT</th>
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</thead>
<tbody>
<tr>
<td>Preparing office supply inventory records manually</td>
<td>10</td>
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DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>ASSIGNMENT</th>
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</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>as directed by instructor</td>
</tr>
<tr>
<td>Print mailing labels or envelopes</td>
<td>2, 30</td>
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</tbody>
</table>

DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>ASSIGNMENT</th>
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</thead>
<tbody>
<tr>
<td>Type forms</td>
<td></td>
</tr>
<tr>
<td>legal documents</td>
<td>13, 15, 24, 28</td>
</tr>
<tr>
<td>purchase orders</td>
<td>29</td>
</tr>
<tr>
<td>invoices</td>
<td>25</td>
</tr>
<tr>
<td>telegraph messages</td>
<td>19</td>
</tr>
<tr>
<td>credit memorandums</td>
<td>27</td>
</tr>
<tr>
<td>payroll forms</td>
<td>14</td>
</tr>
<tr>
<td>inventory sheets</td>
<td>10</td>
</tr>
<tr>
<td>financial statements</td>
<td>20</td>
</tr>
<tr>
<td>income statements</td>
<td>21</td>
</tr>
<tr>
<td>statements of account</td>
<td>23</td>
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<tr>
<td>bills of lading</td>
<td>26</td>
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<tr>
<td>Type letters</td>
<td>1, 5, 7</td>
</tr>
<tr>
<td>Type memos</td>
<td>16</td>
</tr>
<tr>
<td>Type tables</td>
<td>4, 17, 18, 31</td>
</tr>
<tr>
<td>Type technical reports</td>
<td>22</td>
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<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards</td>
<td>2, 9, 16</td>
</tr>
<tr>
<td>Type labels, such as address labels, file folder labels or file drawer labels</td>
<td>8, 30</td>
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DUTY AREAS INCLUDED

<table>
<thead>
<tr>
<th>Duty Area</th>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
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<tr>
<td>Preparing Court Documents</td>
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<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
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</tr>
<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
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<tr>
<td>Performing Financial Activities</td>
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<td>X</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
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<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
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</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
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</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
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<td>X</td>
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<td>Processing Mail</td>
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REFERENCE:
### Duty Area: Filing Materials Manually

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<tr>
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<td>23-24, 45-46</td>
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<td>for geographic filing</td>
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<tr>
<td>File materials</td>
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<tr>
<td>with alphabetic filing system</td>
<td>3-6, 7-10, 11-14, 15-18, 19-22, 25-28, 33-36, 37-40</td>
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<tr>
<td>with geographic filing system</td>
<td>29-32</td>
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<td>Establish filing systems</td>
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<td>cross-referencing system</td>
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<thead>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<td>Filing Materials Manually</td>
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<tr>
<td>Performing Financial Activities</td>
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</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
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</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<tr>
<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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<tr>
<td>Typewriting Activities</td>
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### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
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<th>TASK NAME</th>
<th>ASSIGNMENT</th>
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<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>A-J, L</td>
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<tr>
<td>Key mailing labels</td>
<td>G</td>
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<tr>
<td>Input data</td>
<td></td>
</tr>
<tr>
<td>into spreadsheet formats</td>
<td>A, C-F, H, I</td>
</tr>
<tr>
<td>from source documents</td>
<td>A-L</td>
</tr>
<tr>
<td>into database files</td>
<td>C-J</td>
</tr>
<tr>
<td>Maintain computer files</td>
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<tr>
<td>store repetitive material</td>
<td>A-C, G, I</td>
</tr>
<tr>
<td>Key tabular information</td>
<td>A, C-F, H, I</td>
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### DUTY AREA: Preparing Medical Records and Insurance Forms

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Complete medical forms</td>
<td>K</td>
</tr>
<tr>
<td>medical information, such as history, notes, clinical resumes and reports</td>
<td></td>
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<tr>
<td>into medical records</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
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<th>TASK NAME</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
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<tr>
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<tr>
<td>Preparing Court Documents</td>
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<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
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<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
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<td>X</td>
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<tr>
<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving Output</td>
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<td>Processing Mail</td>
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<tr>
<td>Typewriting Activities</td>
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264

258
### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>28, 66</td>
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</tbody>
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#### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process forms manually accounts payable/receivable invoices</td>
<td>217-218</td>
</tr>
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#### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>71, 72, 73-74, 75-76, 102, 137, 190, 217-218, 228</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>xv-xx, 77-78, 84-87, 125-128, 131-135, 190, 199, 215, 216, 218, 219</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>xi-xix, 96, 102, 104-105, 114, 121, 142, 143, 145, 147, 148, 152-154, 158, 161, 184, 218</td>
</tr>
<tr>
<td>Key meeting minutes from longhand or edited rough draft</td>
<td>166, 187, 230</td>
</tr>
<tr>
<td>Key outlines from longhand or edited rough draft</td>
<td>iii, 100, 184</td>
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</table>
### DUTY AREA: Inputting and Storing Documents and Files (Continued)

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Key agenda from longhand or edited rough draft</td>
<td>164, 165, 167, 175, 176</td>
</tr>
<tr>
<td>Key news release from longhand or edited rough draft</td>
<td>180-182</td>
</tr>
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### DUTY AREA: Maintaining Office Equipment

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Perform maintenance functions</td>
<td>x</td>
</tr>
<tr>
<td>clean equipment</td>
<td></td>
</tr>
</tbody>
</table>

### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>when computer is used all activities may be printed</td>
</tr>
</tbody>
</table>
DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type forms</td>
<td></td>
</tr>
<tr>
<td>purchase orders</td>
<td>137</td>
</tr>
<tr>
<td>invoices</td>
<td>217, 218, 226</td>
</tr>
<tr>
<td>news releases</td>
<td>180, 181</td>
</tr>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>81-82, 83, 85-86, 88,</td>
</tr>
<tr>
<td></td>
<td>89, 129, 130, 133, 135,</td>
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<td></td>
<td>137, 185, 192, 200-212,</td>
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<tr>
<td></td>
<td>222-230</td>
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<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>215-216, 218, 219, 225,</td>
</tr>
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<td></td>
<td>229, 231</td>
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<td>Type tables from longhand or edited rough draft</td>
<td>108-113, 116-118, 210,</td>
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<tr>
<td></td>
<td>219, 223, 226, 228</td>
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<tr>
<td>Type technical reports from longhand or edited rough draft</td>
<td>95-97, 121, 141-146, 157-161, 185-186, 195, 227</td>
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<tr>
<td>Type special pages for manuscripts or reports</td>
<td></td>
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<tr>
<td>cover page</td>
<td>147, 161</td>
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<tr>
<td>table of contents</td>
<td>183-184</td>
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<tr>
<td>bibliography/footnotes</td>
<td>143-146, 148, 159, 161, 195</td>
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<td>Type outlines from longhand or edited rough draft</td>
<td>100-102, 104, 150-152,</td>
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<td></td>
<td>186, 195</td>
</tr>
<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
<td>77, 78, 128, 153-155,</td>
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<tr>
<td></td>
<td>167-169, 190, 191, 195,</td>
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<tr>
<td></td>
<td>231</td>
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<tr>
<td>Type graphs from longhand or edited rough draft</td>
<td>171, 172</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td></td>
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</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
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<tr>
<td>Performing Clerical Activities</td>
<td></td>
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<tr>
<td>Processing Mail</td>
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<tr>
<td>Typewriting Activities</td>
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### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Manipulate text</td>
<td>133</td>
</tr>
<tr>
<td>delete text, files or records from storage</td>
<td></td>
</tr>
<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>add new record to files</td>
<td>130, 131, 132, 133</td>
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<tr>
<td>update existing records in files</td>
<td>130, 131, 132, 133</td>
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<tr>
<td>maintain backup files</td>
<td>131, 132, 133, 134</td>
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#### DUTY AREA: Filing Materials Manually

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Retrieve materials</td>
<td>132</td>
</tr>
<tr>
<td>from files</td>
<td></td>
</tr>
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#### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Process forms manually</td>
<td>130, 131, 132, 134, 135</td>
</tr>
<tr>
<td>charge slips</td>
<td>132, 134, 135</td>
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<tr>
<td>payments</td>
<td></td>
</tr>
<tr>
<td>Process forms using computer</td>
<td>134</td>
</tr>
<tr>
<td>financial statements</td>
<td></td>
</tr>
<tr>
<td>Process journal entries manually</td>
<td>132</td>
</tr>
<tr>
<td>make journal entries</td>
<td></td>
</tr>
<tr>
<td>post entries from journals to ledgers</td>
<td>130, 132</td>
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<tr>
<td>Control petty cash funds</td>
<td>132</td>
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### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Input data into database files</td>
<td>130, 131, 133, 134</td>
</tr>
<tr>
<td>Maintain computer files</td>
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<tr>
<td>create backup files</td>
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#### DUTY AREA: Preparing Medical Records and Insurance Forms

<table>
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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Complete medical forms</td>
<td>129, 130, 131, 132</td>
</tr>
<tr>
<td>medical information, such as history, notes, clinical resumes and reports into medical records</td>
<td>130</td>
</tr>
<tr>
<td>commercial insurance claim forms</td>
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<tr>
<td>Assist patient in completing registration forms</td>
<td>132</td>
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#### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>130, 131, 132, 133, 134</td>
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<td>Print information according to sort criteria</td>
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DUTY AREAS INCLUDED

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<tr>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
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<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>Organizing and Planning</td>
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<td>X</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<tr>
<td>Performing Clerical Activities</td>
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<tr>
<td>Processing Mail</td>
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<td>Typewriting Activities</td>
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REFERENCE:

### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA: Preparing Client Documents**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Prepare contracts</td>
<td>16.3, 16.4, 17.6</td>
</tr>
<tr>
<td>on preprinted forms</td>
<td></td>
</tr>
<tr>
<td>Prepare leases</td>
<td>16.3, 16.4, 17.6</td>
</tr>
<tr>
<td>on preprinted forms</td>
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**DUTY AREA: Editing and Correcting Documents, Records and Files**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>4.1, 4.2, 4.3, 4.4, 5.1, 5.2, 7.1, 8.1, 8.2, 9.1, 9.2, 9.3, 9.4, 10.1, 10.2, 13.1, 13.2</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>move (rearrange) text</td>
<td>4.2, 4.3, 4.4, 9.2, 9.3, 9.4, 10.2</td>
</tr>
<tr>
<td>search and replace text</td>
<td>13.1, 13.2, 14.1</td>
</tr>
<tr>
<td>insert text</td>
<td>1.1, 2.1, 3.8, 3.9, 5.2, 6.1, 8.1, 8.2, 9.3, 10.1, 10.2, 11.1, 12.2, 13.1, 13.2, 14.1, 16.2</td>
</tr>
<tr>
<td>assemble documents from stored text</td>
<td>12.1, 12.2, 12.3, 12.4, 16.1, 16.2, 16.3, 16.4</td>
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<tr>
<td>prepare new document from existing documents</td>
<td>16.1, 16.2, 16.3, 16.4</td>
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<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>add new record to files</td>
<td>1.1, 1.2</td>
</tr>
<tr>
<td>update existing records in files</td>
<td>16.1, 16.2, 16.3, 16.4, 18.1</td>
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<tr>
<td>revise stored repetitive material</td>
<td>8.1, 9.1, 12.1, 12.3, 15.1, 15.2, 17.1</td>
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### DUTY AREA: Inputting and Storing Documents and Files

<table>
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<th>TASK NAME</th>
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<td>Key documents</td>
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<tr>
<td>from longhand or edited rough draft</td>
<td>1.2, 3.2, 3.3, 3.5, 3.6, 3.7, 3.8, 9.3, 12.2, 12.4, 16.2</td>
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<tr>
<td>from machine transcription</td>
<td>3.4, 12.1, 12.3, 16.1, 16.3, 16.4, 17.6</td>
</tr>
<tr>
<td>Key mailing labels</td>
<td>15.3, 17.1, 17.3, 17.5</td>
</tr>
<tr>
<td>Input data</td>
<td></td>
</tr>
<tr>
<td>into spreadsheet formats</td>
<td>3.6, 3.7, 15.3</td>
</tr>
<tr>
<td>into database files</td>
<td>9.1, 9.4, 15.3, 17.3, 17.5</td>
</tr>
<tr>
<td>Maintain computer files</td>
<td></td>
</tr>
<tr>
<td>store repetitive material</td>
<td>8.1, 9.1, 12.1, 12.3 15.1, 15.2, 17.1</td>
</tr>
<tr>
<td>store documents on disks</td>
<td>all activities</td>
</tr>
<tr>
<td>Key correspondence</td>
<td></td>
</tr>
<tr>
<td>from longhand or edited rough draft</td>
<td>1.1, 1.2, 2.1, 3.9, 5.1, 5.2, 6.1, 7.1, 8.1, 10.1, 10.2, 12.2, 13.1, 16.2, 17.2</td>
</tr>
<tr>
<td>from machine transcription</td>
<td>9.2, 16.1, 17.4, 17.5</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>5.2, 11.1</td>
</tr>
<tr>
<td>Key outlines</td>
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</tr>
<tr>
<td>from longhand or edited rough draft</td>
<td>7.1</td>
</tr>
<tr>
<td>Key agenda from longhand or edited rough draft</td>
<td>3.3, 3.7, 3.8, 7, 17.4</td>
</tr>
<tr>
<td>Key news release</td>
<td></td>
</tr>
<tr>
<td>from longhand or edited rough draft</td>
<td>3.2</td>
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<tr>
<td>from machine transcription</td>
<td>4.1, 4.2</td>
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<tr>
<td>Key tabular information</td>
<td>3.7, 3.8, 9.1, 9.4, 15.2, 15.3, 17.3</td>
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### Duty Area: Printing, Distributing and Receiving Output

<table>
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<th>Task Name</th>
<th>Job Number</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>all activities</td>
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<td>Print information according to sort criteria</td>
<td>17.2, 17.4, 17.6, 18.1</td>
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<tr>
<td>Print mailing labels or envelopes</td>
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### Duty Area: Processing Mail

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<tbody>
<tr>
<td>Maintain mailing lists on computer</td>
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### Duty Area: Typewriting Activities

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<th>Task Name</th>
<th>Job Number</th>
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<tr>
<td>Type forms</td>
<td>16.3, 16.4, 17.6</td>
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<tr>
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<td>purchase orders</td>
<td>3.1, 3.3, 11.2</td>
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<tr>
<td>requests for quotation</td>
<td>3.2, 4.1, 4.2</td>
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<tr>
<td>news releases</td>
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<tr>
<td>Type letters</td>
<td>1.2, 2.1, 3.9, 5.1, 5.2, 6.1, 7.1, 8.1, 10.1, 10.2, 13.1, 16.2, 17.2</td>
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<td>from longhand or edited rough draft</td>
<td>9.2, 16.1, 17.4, 17.5</td>
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<td>Type memos</td>
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DUTY AREA: Typewriting Activities (Continued)

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</tr>
<tr>
<td>from machine transcription</td>
<td>3.4, 9.1, 9.4</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>5.2, 11.1</td>
</tr>
<tr>
<td>Type technical reports from longhand or edited rough draft</td>
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</tr>
<tr>
<td>from longhand or edited rough draft</td>
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<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table</td>
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<tr>
<td>of contents, bibliography from longhand or edited rough draft</td>
<td>5.1, 7.1, 11.1</td>
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<tr>
<td>Type outlines from longhand or edited rough draft</td>
<td>7.1</td>
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<tr>
<td>Type information on cards, such as postal cards, index cards, file cards</td>
<td>15.3, 17.1, 17.3, 17.5</td>
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<tr>
<td>or address-finder cards from longhand or edited rough draft</td>
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<tr>
<td>Type labels, such as address labels, file folder labels or file drawer</td>
<td>15.3, 17.1, 17.3, 17.5</td>
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<tr>
<td>labels from longhand or edited rough draft</td>
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</tr>
<tr>
<td>Type materials for reproduction (reprographics) from longhand or edited</td>
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DUTY AREAS INCLUDED

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<tr>
<td>Preparing Client Documents</td>
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<td>Preparing Court Documents</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
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</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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<td>Coordinating and Performing Activities for Employer</td>
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<td>Filing Materials Manually</td>
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<td>Performing Financial Activities</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>Maintaining Office Equipment</td>
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<td>X</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>Organizing and Planning</td>
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<td>Processing Mail</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
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<td>move (rearrange) text</td>
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<tr>
<td>search and replace text</td>
<td>356-357</td>
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<tr>
<td>insert text</td>
<td>344, 417, 420-422</td>
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<tr>
<td>delete text, files or records from storage</td>
<td>36, 67, 82, 93, 137, 345, 355</td>
</tr>
<tr>
<td>process text and data using integrated software</td>
<td>425-435</td>
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<tr>
<td>Maintain files</td>
<td></td>
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<tr>
<td>add new record to files</td>
<td>206</td>
</tr>
<tr>
<td>update existing records in files</td>
<td>210</td>
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<tr>
<td>update data on graphs and charts</td>
<td>325-326</td>
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### DUTY AREA: Inputting and Storing Documents and Files

<table>
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<tr>
<td>Input data</td>
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<tr>
<td>into spreadsheet formats</td>
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<tr>
<td>into graphs and charts</td>
<td>233-235, 315-324</td>
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<tr>
<td>into database files</td>
<td>118-119, 202-213</td>
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<tr>
<td>Maintain computer files</td>
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</tr>
<tr>
<td>store documents on disks</td>
<td>25, 78, 91-102, 189, 204-213, 362</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>37-38, 83, 88-102, 136, 197, 202-213, 254, 315-326, 363, 417-323</td>
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<tr>
<td>Print information according to sort criteria</td>
<td>203-213</td>
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<tr>
<td>Print mailing labels or envelopes</td>
<td>151-154</td>
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REFERENCE:


DUTY AREAS INCLUDED

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<tr>
<td>Preparing Court Documents</td>
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</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
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<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
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<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
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<td>X</td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
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<td>Maintaining Office Equipment</td>
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<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
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<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
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<td>X</td>
</tr>
<tr>
<td>Processing Mail</td>
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</tr>
<tr>
<td>Typewriting Activities</td>
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</table>

This is a 20-day simulation with certain daily and weekly duties repeated. Much of the instruction comes from reading the file on screen. A more complete evaluation could have been made had software been made available.
<table>
<thead>
<tr>
<th>DUTY AREA: Editing and Correcting Documents, Records and Files</th>
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<tbody>
<tr>
<td><strong>TASK NAME</strong></td>
</tr>
<tr>
<td>---------------------</td>
</tr>
<tr>
<td>Maintain files</td>
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<tr>
<td>add new record to files</td>
</tr>
<tr>
<td>update existing records in files</td>
</tr>
<tr>
<td>add data to backup files</td>
</tr>
<tr>
<td>delete data from backup files</td>
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<table>
<thead>
<tr>
<th>DUTY AREA: Inputting and Storing Documents and Files</th>
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<tr>
<td>Initialize disks</td>
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<table>
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<td><strong>TASK NAME</strong></td>
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<tr>
<td>Print documents or reports with continuous-feed</td>
</tr>
<tr>
<td>(fanfold or pinfeed) or single sheet paper</td>
</tr>
<tr>
<td>Monitor electronic bulletin board or</td>
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### Duty Areas Included

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<tr>
<td>Preparing Court Documents</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
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<td>Editing and Correcting Documents, Records and Files</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
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<tr>
<td>Performing Financial Activities</td>
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<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving</td>
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<td>Performing Clerical Activities</td>
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DUTY AREA: Inputting and Storing Documents and Files

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<td>6, 9, 30, 32, 44, 54, 55</td>
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<td>Key meeting minutes from longhand or edited rough draft</td>
<td>42-43</td>
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<tr>
<td>Key agenda from longhand or edited rough draft</td>
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<tr>
<td>Key news release from longhand or edited rough draft</td>
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DUTY AREA: Typewriting Activities

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### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA: Editing and Correcting Documents, Records and Files**

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<th>TASK NAME</th>
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<td>6, 8-16, 25-26, 28, 30-33, 39-40, 45, 48, 54, 59-60, 66-67</td>
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<td>Manipulate text</td>
<td>41, 43, 50-52, 62-63, 65, 68</td>
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<td>move (rearrange) text</td>
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**DUTY AREA: Inputting and Storing Documents and Files**

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<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>1-56</td>
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<td>Key meeting minutes from longhand or edited rough draft</td>
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<td>Key outlines from longhand or edited rough draft</td>
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<td>Key agenda from longhand or edited rough draft</td>
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### DUTY AREAS/Task Lists/Instructional Materials

#### 87. Holmes

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**DUTY AREA:** Typewriting Activities

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Type forms news release</td>
<td>65-67</td>
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<tr>
<td>Type manuscripts/reports from longhand or edited rough draft</td>
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<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography from longhand or edited rough draft</td>
<td>26-36, 42, 43, 44, 45, 54</td>
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<td>39-40, 41, 48</td>
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<td>Preparing Court Documents</td>
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<td>Performing Financial Activities</td>
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<td>Inputting and Storing Documents and Files</td>
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<td>Processing Mail</td>
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### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA:** Editing and Correcting Documents, Records and Files

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**DUTY AREA:** Inputting and Storing Documents and Files

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<td>Key itinerary</td>
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### DUTY AREA: Typewriting Activities

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<td>itineraries</td>
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<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
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**DUTY AREA: Typewriting Activities**

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<tr>
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<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Processing Mail</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Typewriting Activities</td>
<td></td>
<td>X</td>
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</table>
### Duty Area: Filing Materials Manually

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code materials for filing</td>
<td>1-6, 8-14, 15-20, 22-27, 29-34, 36-49, 50-52, 53-56, 57-62</td>
</tr>
<tr>
<td>Sort materials</td>
<td></td>
</tr>
<tr>
<td>for alphabetic filing</td>
<td>7, 14, 21, 28, 34, 43-44, 48-49, 77, 79, 81, 83, 85</td>
</tr>
<tr>
<td>for numeric filing</td>
<td>61</td>
</tr>
<tr>
<td>for subject filing</td>
<td>56</td>
</tr>
<tr>
<td>for geographic filing</td>
<td>52</td>
</tr>
<tr>
<td>File materials</td>
<td></td>
</tr>
<tr>
<td>with alphabetic filing system</td>
<td>7, 14, 21, 28, 34, 43-44, 77, 79, 81, 83, 85</td>
</tr>
<tr>
<td>with numeric filing system</td>
<td>61</td>
</tr>
<tr>
<td>with subject filing system</td>
<td>56</td>
</tr>
<tr>
<td>with geographic filing system</td>
<td>52</td>
</tr>
<tr>
<td>Retrieve materials</td>
<td>8, 15, 21, 26, 35, 49</td>
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<tr>
<td>Establish filing systems</td>
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<tr>
<td>cross-referencing system</td>
<td>36-49</td>
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### Duty Area: Performing Clerical Activities

<table>
<thead>
<tr>
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<th>Page Number</th>
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<tr>
<td>Process mail</td>
<td>36-49, 52, 56, 61</td>
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### Duty Area: Processing Mail

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<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Process incoming mail</td>
<td>36-49, 52, 56, 61</td>
</tr>
<tr>
<td>Process outgoing mail</td>
<td>36-49, 52, 56, 61</td>
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## Duty Areas Included

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<tr>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records, and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
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<tr>
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<td>X</td>
<td></td>
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<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
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<td></td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
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<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
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<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
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<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Processing Mail</td>
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<tr>
<td>Typewriting Activities</td>
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</table>
### DUTY AREA: Taking and Transcribing Dictation

<table>
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<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Take dictation</td>
<td>177-181</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>1-171, 181-188</td>
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### DUTY AREA: Filing Materials Manually

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code materials for filing</td>
<td>293-308</td>
</tr>
</tbody>
</table>
| Sort materials  
  for alphabetic filing  
  for numeric filing  
  for subject filing  
  for geographic filing | 294-295, 296, 295-305, 295-308, 295-308 |

### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
</table>
| Key documents from longhand or edited rough draft  
  Key business reports or manuscripts from longhand or edited rough draft  
  Key outlines from longhand or edited rough draft | 188-222, 223-233, 235-260, 261-273, 261-273, 266, 269 |
### Duty Areas/Task Lists/Instructional Materials

#### 91. House

**Duty Area:** Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitor electronic bulletin board or electronic mail</td>
<td>285-291</td>
</tr>
</tbody>
</table>

**Duty Area:** Performing Clerical Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Process telephone calls</td>
<td></td>
</tr>
<tr>
<td>incoming calls</td>
<td>285-291</td>
</tr>
<tr>
<td>Process mail</td>
<td></td>
</tr>
<tr>
<td>incoming</td>
<td>275-278</td>
</tr>
<tr>
<td>outgoing</td>
<td>278-284</td>
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**Duty Area:** Processing Mail

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Process incoming mail</td>
<td></td>
</tr>
<tr>
<td>receive mail</td>
<td>275-278</td>
</tr>
<tr>
<td>sort mail</td>
<td>275</td>
</tr>
<tr>
<td>forward mail (routing)</td>
<td>277</td>
</tr>
<tr>
<td>distribute mail</td>
<td>275</td>
</tr>
<tr>
<td>scan correspondence</td>
<td>276</td>
</tr>
<tr>
<td>mail not specifically addressed</td>
<td>276</td>
</tr>
<tr>
<td>Process outgoing mail</td>
<td></td>
</tr>
<tr>
<td>packages for shipping</td>
<td>280-281</td>
</tr>
<tr>
<td>specialized mail, such as registered, certified or insured mail</td>
<td>281-283</td>
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</table>
**DUTY AREA: Typewriting Activities**

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>235-260</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>235-260</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>261-273</td>
</tr>
<tr>
<td>Type technical reports from longhand or edited rough draft</td>
<td>223-233, 261-273</td>
</tr>
<tr>
<td>Type special pages for manuscripts or reports from longhand or edited</td>
<td>262, 264-268, 270-273</td>
</tr>
<tr>
<td>such as cover page, table of contents, bibliography, footnotes</td>
<td></td>
</tr>
<tr>
<td>Type outlines from longhand or edited rough draft</td>
<td>266, 269</td>
</tr>
<tr>
<td>Type information on cards, such as postal cards, index cards, file cards</td>
<td>233</td>
</tr>
<tr>
<td>or address-finder cards from longhand or edited rough draft</td>
<td></td>
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</tbody>
</table>


<table>
<thead>
<tr>
<th>DUTY AREAS INCLUDED</th>
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<tr>
<td>Preparing Client Documents</td>
<td></td>
<td>X</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td></td>
<td>X</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
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<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
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<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<td></td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>X</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
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<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
<td>X</td>
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<tr>
<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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### Duty Area: Inputting and Storing Documents and Files

<table>
<thead>
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<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>10-28, 31</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>31-32, 35-36</td>
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<tr>
<td>Key tabular information</td>
<td>43</td>
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### Duty Area: Typewriting Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>10-28</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>31</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>39-43</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>31-32, 35-36</td>
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<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
<td>33, 37, 38</td>
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<tr>
<td>Type outlines from longhand or edited rough draft</td>
<td>34</td>
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<table>
<thead>
<tr>
<th>DUTY AREAS INCLUDED</th>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
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<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
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</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
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<td>X</td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
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<td>X</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
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<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
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<tr>
<td>Processing Mail</td>
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<tr>
<td>Typewriting Activities</td>
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### Duty Areas/Task Lists/Instructional Materials

#### Duty Area: Editing and Correcting Documents, Records and Files

<table>
<thead>
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<th>Task Name</th>
<th>Page Number</th>
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#### Duty Area: Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Prepare documents</td>
<td>234, 236-237</td>
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<tr>
<td>travel expense vouchers</td>
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#### Duty Area: Filing Materials Manually

<table>
<thead>
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<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Code materials for filing</td>
<td>18</td>
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<tr>
<td>Sort materials</td>
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</tr>
<tr>
<td>for alphabetic filing</td>
<td>18</td>
</tr>
<tr>
<td>for subject filing</td>
<td>129</td>
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### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Process forms manually</td>
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<tr>
<td>charge slips</td>
<td>238-250, 278-293, 294-302</td>
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<tr>
<td>payments</td>
<td>132-162</td>
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<tr>
<td>Prepare business forms manually</td>
<td></td>
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<tr>
<td>itemized bills, invoices or statements</td>
<td>66-89, 278-301</td>
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<tr>
<td>bank deposits</td>
<td>27-63, 66-130, 238-276</td>
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<tr>
<td>Prepare business forms using calculator</td>
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<tr>
<td>payroll</td>
<td>350-404</td>
</tr>
<tr>
<td>financial statements</td>
<td>502-557</td>
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<td>Reconcile forms</td>
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<td>cash count with payments</td>
<td>132-195</td>
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<td>bank statements</td>
<td>27-65, 66-130, 238-276</td>
</tr>
<tr>
<td>Process journal entries manually</td>
<td></td>
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<tr>
<td>make journal entries</td>
<td>406, 557</td>
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<tr>
<td>post entries from journals to ledgers</td>
<td>438-557</td>
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<tr>
<td>Control petty cash funds</td>
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### DUTY AREA: Performing Clerical Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Process telephone calls</td>
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<td>incoming calls</td>
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REFERENCE:

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<tr>
<td>Preparing Client Documents</td>
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<td>X</td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td></td>
<td>X</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
<td></td>
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<tr>
<td>Filing Materials Manually</td>
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<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
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<td>X</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
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<tr>
<td>Organizing and Planning</td>
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</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
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<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Processing Mail</td>
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<tr>
<td>Typewriting Activities</td>
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</table>
### Duty Areas/Task Lists/Instructional Materials

#### 94. Humphrey

**DUTY AREA:** Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PACKET-ITEM NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain files</td>
<td>1.1, 2.1</td>
</tr>
<tr>
<td>add new record to files</td>
<td></td>
</tr>
</tbody>
</table>

**DUTY AREA:** Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PACKET-ITEM NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td>1.1, 1.3, 1.5, 2.15, 2.19, 3.25, 4.30</td>
</tr>
<tr>
<td>schedule appointments or meetings</td>
<td></td>
</tr>
<tr>
<td>maintain appointment book</td>
<td>1.1, 1.3, 1.5, 2.15, 2.19, 3.22, 4.30, 4.40</td>
</tr>
<tr>
<td>prepare daily schedule of appointments</td>
<td>1.1, 2.11, 3.22, 4.30, 4.39</td>
</tr>
<tr>
<td>cancel and reschedule appointments or meetings</td>
<td>3.25, 4.31, 4.33</td>
</tr>
<tr>
<td>schedule hospital admission, ancillary testing, out-patient surgery or referral to colleagues for patients</td>
<td>page 35, situation 1</td>
</tr>
<tr>
<td>Make arrangements for employer for meetings</td>
<td>3.23</td>
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</table>

**DUTY AREA:** Filing Materials Manually

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PACKET-ITEM NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Code materials for filing</td>
<td>1.1, 2.19</td>
</tr>
<tr>
<td>File materials with alphabetic filing system</td>
<td>1.1, 3.22, 4.32</td>
</tr>
<tr>
<td>with numeric filing system</td>
<td>1.4, 2.19, 2.21, 3.24, 3.29</td>
</tr>
<tr>
<td>with color-coded filing system</td>
<td>1.1, 2.11</td>
</tr>
<tr>
<td>Establish filing systems manual system</td>
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</table>
### DUTY AREAS: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PACKET-ITEM NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process forms manually charge slips</td>
<td>1.4, 1.9, 2.12, 2.18, 3.29, 4.31, 4.32, 4.37, 4.39</td>
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<tr>
<td>Prepare business forms manually itemized bills, invoices or statements</td>
<td>1.1, 1.2, 2.11, 2.18, 4.36, 4.37</td>
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<tr>
<td>Prepare business forms using calculator financial statements</td>
<td>1.8, 4.38</td>
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<tr>
<td>Process journal entries manually make journal entries post entries from journals to ledgers</td>
<td>1.1, 1.2, 1.9, 2.12, 2.18, 4.31, 4.32, 4.37, 4.39</td>
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</table>

### DUTY AREA: Preparing Medical Records and Insurance Forms

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PACKET-ITEM NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete medical forms medical information, such as history, notes, clinical resumes and reports into medical records</td>
<td>1.4, 1.6, 1.9, 1.10, 2.13, 2.14, 3.22, 3.27, 3.28, 4.34, 4.35</td>
</tr>
<tr>
<td>commercial insurance claim forms</td>
<td>3.29</td>
</tr>
<tr>
<td>Process out-of-office examination or treatment information</td>
<td>2.17</td>
</tr>
<tr>
<td>Code diagnoses and surgical procedures</td>
<td>2.19</td>
</tr>
<tr>
<td>Transcribe codings from clinical records</td>
<td>2.19</td>
</tr>
</tbody>
</table>
### Duty Area: Organizing and Planning

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Packet-Item Number</th>
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</thead>
<tbody>
<tr>
<td>Organize workflow</td>
<td>1.1, 2.11, 3.22, 4.30</td>
</tr>
<tr>
<td>Prioritize work</td>
<td></td>
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### Duty Area: Performing Clerical Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Packet-Item Number</th>
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</thead>
<tbody>
<tr>
<td>Prepare office for daily use</td>
<td>1.1, 2.11, 3.22, 4.30</td>
</tr>
<tr>
<td>Prioritize work</td>
<td></td>
</tr>
<tr>
<td>Prepare documents for use by others</td>
<td>page 34</td>
</tr>
<tr>
<td>Follow procedures to maintain confidentiality of data</td>
<td></td>
</tr>
<tr>
<td>Process telephone calls</td>
<td>2.16, 2.19, 3.29</td>
</tr>
<tr>
<td>Incoming calls</td>
<td>2.16, 2.17, 2.19, 3.26, 4.31</td>
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<td>Outgoing calls</td>
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### Duty Area: Typewriting Activities

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<tbody>
<tr>
<td>Type forms</td>
<td>1.4, 2.14</td>
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<tr>
<td>Birth records</td>
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<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>2.21, 3.23, 3.29</td>
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**DUTY AREAS INCLUDED**

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<tr>
<th>Duty Area</th>
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<tr>
<td>Preparing Client Documents</td>
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<td>X</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>and Files</td>
<td></td>
<td></td>
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<tr>
<td>Coordinating and Performing Activities</td>
<td></td>
<td>X</td>
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<tr>
<td>for Employer</td>
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<td>Filing Materials Manually</td>
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<td>Performing Financial Activities</td>
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<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
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<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
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### DUTY AREA: Filing Materials Manually

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<tbody>
<tr>
<td>Update and revise filing systems</td>
<td>42-43</td>
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<td>update filing system and files</td>
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### DUTY AREA: Maintaining Office Supplies and Forms

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<tr>
<td>Maintain office supplies</td>
<td>21-22</td>
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<td>order supplies for office</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<thead>
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<th>TASK NAME</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed</td>
<td>as directed by instructor</td>
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<tr>
<td>(fanfold or pinfeed) or single sheet paper</td>
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DUTY AREA: Typewriting Activities

<table>
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<th>TASK NAME</th>
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<tr>
<td>Typewriting Activities</td>
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<tr>
<td>Type forms</td>
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<tr>
<td>telegraph messages</td>
<td>27, 29, 30</td>
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<td>news releases</td>
<td>23-25, 45</td>
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<td>application forms</td>
<td>6-8</td>
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<td>employee's withholding allowance certificate and application for fidelity bond</td>
<td>9-11</td>
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<td>vacation and holiday request</td>
<td>12-13, 19</td>
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<td>payroll deduction authorization/savings bonds</td>
<td>12-13, 19</td>
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<td>group life insurance forms</td>
<td>12, 14, 19</td>
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<td>group medical plans</td>
<td>12, 15, 19</td>
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<td>savings and profit sharing</td>
<td>12, 16, 19</td>
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<td>personnel records verification</td>
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<td>12, 18, 19</td>
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<td>sales order worksheets/contract sales order</td>
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<td>itineraries</td>
<td>27-28, 29</td>
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<td>request for quotation and contract of sale</td>
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<td>territorial management</td>
<td>41-42</td>
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<td>Type letters from longhand or edited rough draft</td>
<td>43-44, 45</td>
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<td>Type memos from longhand or edited rough draft</td>
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<td>Preparing Client Documents</td>
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<td>Preparing Court Documents</td>
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<td>Taking and Transcribing Dictation</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
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<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
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<td>Performing Financial Activities</td>
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<td>Inputting and Storing Documents and Files</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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<td>Typewriting Activities</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

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<thead>
<tr>
<th>Task Name</th>
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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
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### Duty Area: Inputting and Storing Documents and Files

<table>
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<th>Task Name</th>
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<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>22, 40, 102, 114, 126, 155, 157, 166, 184</td>
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<td>Maintain computer files</td>
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<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>22, 30, 37-39, 41, 53, 58-71, 72-75, 80-81, 84, 97, 102, 103, 116, 125, 129, 139, 141-143, 152, 157, 165-166, 169, 179-184, 194-195, 198-200, 214, 217</td>
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<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>76-78, 82-83, 85-86, 100-101, 128, 153</td>
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<td>Key meeting minutes from longhand or edited rough draft</td>
<td>52, 55, 140</td>
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<td>Key news release from longhand or edited rough draft</td>
<td>54, 55</td>
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<tr>
<td>Key tabular information</td>
<td>98, 196-197, 215, 216</td>
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</table>
### Duty Area: Printing, Distributing, and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>as directed by instructor</td>
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### Duty Area: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tr>
<td>Type forms news releases</td>
<td>54, 55, 184</td>
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<td>Type letters from longhand or edited rough draft</td>
<td>37, 41, 53, 58-71, 97, 102, 103, 116, 125, 129, 141, 142, 143, 152, 157, 165, 169, 179-181, 184, 200, 214, 217</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>22, 30, 38-39, 41, 72-75, 80-81, 84, 139, 143, 166, 182-183, 194-195, 198-200, 217</td>
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<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>40, 98, 196-197, 215</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>5-78, 82-83, 85-86, 100-01, 114, 126, 128, 153</td>
</tr>
<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
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REFERENCE:


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<tr>
<td>Preparing Client Documents</td>
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<td>Preparing Court Document</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
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<tr>
<td>Performing Financial Activities</td>
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<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<tr>
<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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<td>Typewriting Activities</td>
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## DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Verify data and correct errors</td>
<td>94, 134, 135, 136, 137, 138</td>
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DUTY AREAS INCLUDED | YES | NO
---|---|---
Preparing Client Documents | | X
Preparing Court Documents | | X
Taking and Transcribing Dictation | | X
Editing and Correcting Documents, Records and Files | X | |
Coordinating and Performing Activities for Employer | | X
Filing Materials Manually | | X
Performing Financial Activities | | X
Inputting and Storing Documents and Files | X | |
Preparing Medical Records and Insurance Forms | | X
Maintaining Office Equipment | | X
Maintaining Office Supplies and Forms | | X
Organizing and Planning | | X
Printing, Distributing and Receiving Output | X | |
Performing Clerical Activities | | X
Processing Mail | | X
Typewriting Activities | | X
### Duty Area: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Numbers</th>
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<tbody>
<tr>
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### Duty Area: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Numbers</th>
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</thead>
<tbody>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>12, 14-16, 18-20, 22-24, 26-27, 29-31, 33-34, 36-37, 40, 67, 68, 74</td>
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### Duty Area: Printing, Distributing and Receiving Output

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<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>as directed by instructor</td>
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<td>Print mailing labels or envelopes</td>
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### Duty Area: Typewriting Activities

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<thead>
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<th>Task Name</th>
<th>Page Numbers</th>
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</thead>
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<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>12, 14, 15-16, 18, 19, 20, 22, 23-24, 26, 27, 29, 30-31, 33, 34, 36, 37, 40, 74</td>
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<tr>
<td>Type tables from longhand or edited rough draft</td>
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### Duty Areas/Task Lists/Instructional Materials

**REFERENCE:**


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<tr>
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<td>Preparing Court Documents</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
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<td>Editing and Correcting Documents, Records and Files</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
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<td>Performing Financial Activities</td>
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<td>Inputting and Storing Documents and Files</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<tr>
<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA**: Taking and Transcribing Dictation

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Take dictation in shorthand</td>
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**DUTY AREA**: Editing and Correcting Documents, Records and Files

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**DUTY AREA**: Filing Materials Manually

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<td>for alphabetic filing</td>
<td>149, 153-155</td>
</tr>
<tr>
<td>for numeric filing</td>
<td>149, 156</td>
</tr>
<tr>
<td>for subject filing</td>
<td>149</td>
</tr>
<tr>
<td>for geographic filing</td>
<td>149</td>
</tr>
<tr>
<td>Establish filing systems</td>
<td></td>
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<tr>
<td>index system</td>
<td>150</td>
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</table>
### Duty Area: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Input data with optical character recognition equipment</td>
<td></td>
</tr>
<tr>
<td>(general presentation on data processing cycle, parts of EDP system and the needs satisfied in an atypical business office)</td>
<td>167-172</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>133-135, 157-163</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>135-136, 139</td>
</tr>
<tr>
<td>Key tabular information</td>
<td>135</td>
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</table>

### Duty Area: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>as directed by instructor</td>
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### Duty Area: Performing Clerical Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process telephone calls</td>
<td></td>
</tr>
<tr>
<td>incoming calls</td>
<td>173-174</td>
</tr>
<tr>
<td>outgoing calls</td>
<td>174</td>
</tr>
<tr>
<td>Process mail</td>
<td></td>
</tr>
<tr>
<td>incoming</td>
<td>177</td>
</tr>
</tbody>
</table>
### Duty Area: Processing Mail

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process incoming mail</td>
<td></td>
</tr>
<tr>
<td>receive mail</td>
<td>177</td>
</tr>
<tr>
<td>sort mail</td>
<td>177</td>
</tr>
<tr>
<td>forward mail</td>
<td>177</td>
</tr>
<tr>
<td>distribute mail</td>
<td>177</td>
</tr>
<tr>
<td>Classes of mail</td>
<td>176</td>
</tr>
<tr>
<td>Postal services</td>
<td>176-177</td>
</tr>
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</table>

### Duty Area: Typewriting Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>133-134, 157-163</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>134-135</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>135</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>135-136</td>
</tr>
<tr>
<td>Type technical reports from longhand or edited rough draft</td>
<td>139</td>
</tr>
<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
<td>136</td>
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<th>DUTY AREAS INCLUDED</th>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
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<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
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<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td>X</td>
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<tr>
<td>Processing Mail</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>1-48</td>
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</tbody>
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### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain computer files store documents (letters) on disks</td>
<td>1-48</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>1-48</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>1-48</td>
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### DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>1-48</td>
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## Duty Areas/Task Lists/Instructional Materials

### REFERENCE:


### TTY AREAS INCLUDED

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<td>X</td>
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</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
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<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
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<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
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<tr>
<td>Performing Clerical Activities</td>
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<tr>
<td>Processing Mail</td>
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<td>X</td>
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<tr>
<td>Typewriting Activities</td>
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</table>
### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Preparing Client Documents

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Prepare agreements</td>
<td>32-33</td>
</tr>
<tr>
<td>Prepare wills</td>
<td>45-46</td>
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#### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>all documents</td>
</tr>
</tbody>
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#### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>8, 13, 17, 22</td>
</tr>
<tr>
<td>Maintain computer files store documents on disks</td>
<td>2-47</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>2-7, 9-12, 14-16, 18-21, 23-27, 29-31, 33-44</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>28</td>
</tr>
</tbody>
</table>
DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>2-47</td>
</tr>
<tr>
<td>Print mailing labels or envelopes</td>
<td>2-7, 9-12, 14-16, 18-21, 23-27, 29-31, 34-44, 47</td>
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</tbody>
</table>

DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>2-7, 9-12, 14-16, 18-21, 23-27, 29-31, 34-44, 47</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>17, 22, 28</td>
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REFERENCE:


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<th>DUTY AREAS INCLUDED</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Processing Mail</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and</td>
<td>237-272, 278-313</td>
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<tr>
<td>typographical errors</td>
<td></td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>search and replace text</td>
<td>250, 263, 264</td>
</tr>
<tr>
<td>insert text</td>
<td>245, 249, 259, 261, 262, 263, 288, 290</td>
</tr>
<tr>
<td>delete text, files or records from storage</td>
<td>245, 249, 259, 264</td>
</tr>
<tr>
<td>process text and data using integrated software</td>
<td>277-313</td>
</tr>
<tr>
<td>prepare new document from existing documents</td>
<td>249-264, 272</td>
</tr>
<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>add new record to files</td>
<td>118-164</td>
</tr>
<tr>
<td>update existing records in files</td>
<td>124, 139, 141-143, 155, 163, 296, 297, 301</td>
</tr>
<tr>
<td>update data on spreadsheets</td>
<td>12, 14, 16, 20, 23, 25, 27, 30, 31, 34, 35, 38, 40, 43, 44, 45, 64-82, 84-110</td>
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DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>268-272</td>
</tr>
<tr>
<td>Key mailing labels</td>
<td>283-285</td>
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<tr>
<td>Input data</td>
<td></td>
</tr>
<tr>
<td>into spreadsheet formats</td>
<td>11-110, 295, 301, 306, 311</td>
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<tr>
<td>into graphs and charts</td>
<td>173-228, 298, 304, 309</td>
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<tr>
<td>into database files</td>
<td>117-164, 294, 300, 305, 310</td>
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</table>
### Duty Area: Inputting and Storing Documents and Files (Continued)

<table>
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<tr>
<td>Maintain computer files</td>
<td>12, 14, 16, 19, 21, 23, 28, 30, 32, 64-110, 118-159, 173-181, 196-203, 214-221, 237-272, 278</td>
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<tr>
<td>create backup files</td>
<td></td>
</tr>
<tr>
<td>store documents on disks</td>
<td>12, 14, 16, 18, 20, 22, 23, 25, 30, 32, 34, 35, 37, 38, 39, 40, 42, 43, 44, 45, 47, 48, 50-58, 64-110, 117-164, 173-228, 237-272, 278</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>237-250, 294, 296</td>
</tr>
<tr>
<td>Key business reports or manuscripts</td>
<td>252-264</td>
</tr>
<tr>
<td>Key outlines from longhand or edited rough draft</td>
<td>265, 294, 300</td>
</tr>
<tr>
<td>Key agenda from longhand or edited rough draft</td>
<td>266</td>
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</table>

### Duty Area: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Numbers</th>
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</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>12, 14, 16, 18, 20, 23, 27, 30, 32, 64-104, 173-228, 237-272, 278-313</td>
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<tr>
<td>Print information according to sort criteria</td>
<td>121, 125, 136-164, 309</td>
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<tr>
<td>Transmit data via electronic bulletin board or electronic mail</td>
<td>310-313</td>
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<td>Monitor electronic bulletin board or electronic mail</td>
<td>310-313</td>
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REFERENCE:

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<td>Preparing Court Documents</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
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<td>X</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
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<td>Performing Financial Activities</td>
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<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>Maintaining Office Equipment</td>
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<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving Output</td>
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<td>Performing Clerical Activities</td>
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<tr>
<td>Processing Mail</td>
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<td>Typewriting Activities</td>
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</table>
DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
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DUTY AREA: Filing Materials Manually

<table>
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<tr>
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<tbody>
<tr>
<td>Sort materials</td>
<td>156</td>
</tr>
<tr>
<td>for numeric filing</td>
<td>156</td>
</tr>
<tr>
<td>for color-coded filing system</td>
<td>156</td>
</tr>
<tr>
<td>File materials</td>
<td>160-161</td>
</tr>
<tr>
<td>with numeric filing system</td>
<td>160-161</td>
</tr>
<tr>
<td>with subject filing system</td>
<td>160-161</td>
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<tr>
<td>Establish filing systems</td>
<td>156</td>
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<td>manual system</td>
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DUTY AREA: Organizing and Planning

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<thead>
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<tbody>
<tr>
<td>Organize workflow</td>
<td>156-157</td>
</tr>
<tr>
<td>establish system to prioritize work</td>
<td>156-157</td>
</tr>
<tr>
<td>prioritize work</td>
<td>158</td>
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<tr>
<td>Maintain efficient, pleasant work environment</td>
<td>156</td>
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<td>in working environment</td>
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DUTY AREA: Performing Clerical Activities

<table>
<thead>
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<th>TASK NAME</th>
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<tbody>
<tr>
<td>Prepare office for daily use</td>
<td>154-161</td>
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<tr>
<td>clean and straighten up work area</td>
<td>154-161</td>
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### Duty Areas Included

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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
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<tr>
<td>Maintain files</td>
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<tr>
<td>add new record to files</td>
<td>25, 29, 31-36, 38</td>
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### DUTY AREA: Performing Financial Activities

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<tr>
<td>Process forms manually overdue accounts</td>
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<td>Control inventory using computer merchandise</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<td>Input data from source documents into database files</td>
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<td>Maintain computer files store documents on disks</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
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DUTY AREAS INCLUDED

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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<tr>
<td>Manipulate text</td>
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<td>move (rearrange) text</td>
<td>76, 96</td>
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<td>insert text</td>
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<td>delete text, files or records from storage</td>
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<tr>
<td>process text and data using integrated software</td>
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<td>assemble documents from stored text</td>
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<td>prepare new document from existing documents</td>
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<td>add new record to files</td>
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<td>update existing records in files</td>
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### DUTY AREA: Coordinating and Performing Activities for Employer

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### DUTY AREA: Filing Materials Manually

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<td>for alphabetic filing</td>
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<tr>
<td>for subject filing</td>
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<tr>
<td>for geographic filing</td>
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DUTY AREA: Filing Materials Manually (Continued)

**DUTY AREA:** Filing Materials Manually (Continued)

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<td>with subject filing system</td>
<td>230-231</td>
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<td>purge files</td>
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<td>arrange for filing of special materials</td>
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<tr>
<td>with geographic filing system</td>
<td>231</td>
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<tr>
<td>on microfilm or microfiche</td>
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<td>Retrieve materials</td>
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<td>from files</td>
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<td>stored on microfilm or microfiche</td>
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<td>classified or confidential materials</td>
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<td>Establish filing systems</td>
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<td>manual system</td>
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<td>cross-referencing system</td>
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<td>index system</td>
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<td>checkout system</td>
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<td>record retention policies</td>
<td>233-237</td>
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<td>for magnetic media</td>
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<td>for storing backup copies of disks</td>
<td>286</td>
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<tr>
<td>for securing classified or confidential materials</td>
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<tr>
<td>Update and revise filing systems</td>
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<tr>
<td>update filing system and files</td>
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<td>Maintain filing system procedures</td>
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<td>follow established filming procedures</td>
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<tr>
<td>for microfilm or microfiche</td>
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<td>apply established records retention policies</td>
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<td>maintain magnetic media file</td>
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<td>maintain non-electronic filing system</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<tr>
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<td>with optical character recognition</td>
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<td>equipment</td>
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<td>into spreadsheet formats</td>
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<td>into graphs and charts</td>
<td>94-96</td>
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<td>into database files</td>
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<td>Maintain computer files</td>
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<td>revise spreadsheet formulas</td>
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### DUTY AREA: Maintaining Office Equipment

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<td>for work stations furniture</td>
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### DUTY AREA: Maintaining Office Supplies and Forms

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<tr>
<td>Maintain office supplies</td>
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<tr>
<td>equip work station with supplies</td>
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<tr>
<td>order supplies for office</td>
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<tr>
<td>receive supplies</td>
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<td>store supplies</td>
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<td>issue supplies</td>
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### DUTY AREA: Organizing and Planning

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<td>Organize workflow</td>
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<td>plan office layout and workflow</td>
<td>299-337, 341-432</td>
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<td>Maintain efficient, pleasant work environment</td>
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<td>in professional reference library</td>
<td>300-337</td>
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<td>in working environment</td>
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<td>Maintain positive public relations</td>
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<td>train users of clerical/administrative services</td>
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<td>Establish and update procedures and standards</td>
<td>25, 30, 55-56</td>
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<td>establish procedures for use of clerical/administrative services</td>
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<td>design clerical/administrative services forms</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<tbody>
<tr>
<td>Print documents or reports by interfacing word processing equipment with phototypesetting equipment</td>
<td>124-128</td>
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<td>Receive data via modem</td>
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<td>Receive documents via modem</td>
<td>168, 173-175, 301-302</td>
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<td>Transmit data</td>
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<tr>
<td>via electronic bulletin board or electronic mail</td>
<td>207, 168-181</td>
</tr>
<tr>
<td>via modem</td>
<td>73</td>
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<tr>
<td>Monitor electronic bulletin board or electronic mail</td>
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### DUTY AREA: Performing Clerical Activities

<table>
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<tbody>
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<td>Prepare office for daily use</td>
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<tr>
<td>equip work station with supplies and forms</td>
<td>240</td>
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<tr>
<td>prioritize work</td>
<td>101, 111</td>
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<tr>
<td>perform data protection procedures during power failure</td>
<td>286</td>
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<tr>
<td>perform power conservation and data protection procedures during air conditioning failure</td>
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<td>Prepare documents for use by others</td>
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<td>verify calculations</td>
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<td>duplicate materials on photocopier</td>
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#### Process mail

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<td>Process incoming mail</td>
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<tr>
<td>Process outgoing mail</td>
<td>160, 162</td>
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<tr>
<td>packages for shipping</td>
<td>162</td>
</tr>
<tr>
<td>specialized mail, such as registered, certified or insured mail</td>
<td>161</td>
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<tr>
<td>Maintain mailing lists on computer</td>
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<td>electronically</td>
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**Duty Areas Included**

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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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This publication is a spelling chart.


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### DUTY AREA: Editing and Correcting Documents, Records and Files

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### DUTY AREA: Filing Materials Manually

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<td>with alphabetic filing system</td>
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### DUTY AREA: Performing Financial Activities

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<td>Process forms manually</td>
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<tr>
<td>charge slips</td>
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<td>payments</td>
<td>190-191, 196-197, 508-515,</td>
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<td>349-358</td>
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<td>Prepare business forms manually</td>
<td>455, 468-471,</td>
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<td>itemized bills, invoices or</td>
<td>492-497, 500</td>
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<td>statements</td>
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<td>bank deposits</td>
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<td>177, 510-515</td>
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### DUTY AREA: Performing Financial Activities (Continued)

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<td>Process forms using computer</td>
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<td>cash count with payments</td>
<td>176-177</td>
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<td>make journal entries</td>
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<td>post entries from journals to ledgers</td>
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<tr>
<td>Control petty cash funds</td>
<td>152-155, 161-165, 176-177</td>
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<td>Draft budget estimates</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<td>Input data</td>
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<td>into graphs and charts</td>
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### DUTY AREA: Maintaining Office Supplies and Forms

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<tr>
<td>Prepare office supply inventory records manually</td>
<td>20-21, 262-263</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<td>Print documents or reports on single sheet paper</td>
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### DUTY AREA: Performing Clerical Activities

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<td>Prepare documents for use by others</td>
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<td>verify calculations</td>
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<td>compile documents and batch tickets for daily entry</td>
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### DUTY AREA: Typewriting Activities

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<td>purchase requisitions</td>
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<td>purchase orders</td>
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<td>invoices</td>
<td>411, 424</td>
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<td>requests for quotation</td>
<td>285, 286</td>
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<td>Type statistical reports from longhand or edited rough draft</td>
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<td>Editing and Correcting Documents, Records and Files</td>
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<td>Coordinating and Performing Activities for Employer</td>
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### Duty Area: Performing Financial Activities

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DUTY AREA: Editing and Correcting Documents, Records and Files

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DUTY AREA: Performing Financial Activities

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<td>payment vouchers</td>
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<td>accounts payable invoices</td>
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<td>accounts receivable</td>
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<td>wholesale sales records</td>
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<td>26-29, 34-35</td>
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<td>16, 58</td>
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<td>cash register sales transactions</td>
<td>12-16</td>
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<td>Control inventory using computer</td>
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<td>merchandise</td>
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DUTY AREA: Inputting and Storing Documents and Files

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<td>into spreadsheet formats</td>
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<td>into database files</td>
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<td>Initialize disks</td>
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DUTY AREA: Printing, Distributing and Receiving Output

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<td>Preparing Court Documents</td>
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<td>Taking and Transcribing Dictation</td>
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### DUTY AREA: Taking and Transcribing Dictation

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<td>in shorthand</td>
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<td>Transcribe dictation</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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### DUTY AREA: Coordinating and Performing Activities for Employer

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<td>Schedule appointments and meetings</td>
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<td>maintain appointment book</td>
<td>42, 141-142</td>
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<td>cancel and reschedule appointments or meetings</td>
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<tr>
<td>arrange itineraries</td>
<td>166</td>
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<tr>
<td>Make notes on employer's mail</td>
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### DUTY AREA: Filing Materials Manually

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<td>for alphabetic filing</td>
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<td>for subject filing</td>
<td>131, 141-142, 192</td>
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<td>to inactive files</td>
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<td>purge files</td>
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<td>Establish filing systems</td>
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<td>complete cross-reference sheet</td>
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### DUTY AREA: Performing Financial Activities

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<td>Reconcile forms</td>
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<td>bank statements</td>
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<td>Control petty cash funds</td>
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### Duty Area: Inputting and Storing Documents and Files

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<th>Task Name</th>
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<td>Key documents from longhand or edited rough draft</td>
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<td>Input data into database files</td>
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<td>Key correspondence from longhand or edited rough draft</td>
<td>55, 75, 85, 86, 141, 192</td>
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<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>91, 154</td>
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<tr>
<td>Key meeting minutes from longhand or edited rough draft</td>
<td>184</td>
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<td>Key agenda from longhand or edited rough draft</td>
<td>185, 192</td>
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<td>Key tabular information</td>
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### Duty Area: Maintaining Office Supplies and Forms

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<td>74, 141, 192</td>
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<td>equip work station with supplies</td>
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### Duty Area: Printing, Distributing and Receiving Output

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<th>Task Name</th>
<th>Page Number</th>
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DUTY AREA: Performing Clerical Activities

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<td>Prepare office for daily use</td>
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<td>equip work station with supplies and forms</td>
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<td>prioritize work</td>
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<td>Prepare documents for use by others</td>
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<td>duplicate materials on photocopier</td>
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<td>Process telephone calls</td>
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DUTY AREA: Processing Mail

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<tbody>
<tr>
<td>Process incoming mail</td>
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<td></td>
<td>103, 141</td>
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DUTY AREA: Typewriting Activities

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<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Type forms purchase orders</td>
<td>52</td>
</tr>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>75, 85, 86, 141, 192</td>
</tr>
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<td>Type memos from longhand or edited rough draft</td>
<td>55, 75, 141, 192</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>75, 155</td>
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<tr>
<td>Type manuscripts from longhand or edited rough draft from longhand or edited rough draft</td>
<td>91, 154</td>
</tr>
<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
<td>151, 154</td>
</tr>
<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
<td>51</td>
</tr>
<tr>
<td>Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft</td>
<td>51, 131</td>
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DUTY AREAS INCLUDED

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<tr>
<td>Preparing Court Documents</td>
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<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>and Files</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities</td>
<td></td>
<td>X</td>
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<tr>
<td>for Employer</td>
<td></td>
<td></td>
</tr>
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<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
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<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
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<td>Inputting and Storing Documents and Files</td>
<td>X</td>
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<tr>
<td>Preparing Medical Records and Insurance</td>
<td></td>
<td>X</td>
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<tr>
<td>Forms</td>
<td></td>
<td></td>
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<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
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<td>X</td>
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<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving</td>
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<td>Performing Clerical Activities</td>
<td>X</td>
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<td>Processing Mail</td>
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### Duty Area: Preparing Client Documents

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<tr>
<td>Prepare wills</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

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<th>Task Name</th>
<th>Page Numbers</th>
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<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>1, 2, 3, 10, 14, 18, 24, 32, 36, 46, 49, 54, 55, 60</td>
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<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>move (rearrange) text</td>
<td>14, 18, 36, 44, 46, 55</td>
</tr>
<tr>
<td>search and replace text</td>
<td>14, 36, 44, 46, 55</td>
</tr>
<tr>
<td>insert text</td>
<td>14, 36, 44, 46, 54, 55</td>
</tr>
<tr>
<td>process text and data using integrated software</td>
<td>2, 3, 14, 36, 44, 46, 54, 55</td>
</tr>
<tr>
<td>assemble documents from stored text</td>
<td>2, 3, 14, 24, 36, 44, 46, 54, 55</td>
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<tr>
<td>prepare new document from existing documents</td>
<td>36, 44, 46, 54, 55</td>
</tr>
<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>add new record to files</td>
<td>1, 2, 3, 10, 14, 18, 24, 32, 33, 36, 44, 46, 49, 54, 55</td>
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<tr>
<td>revise stored repetitive material</td>
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### Duty Area: Filing Materials Manually

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<td>Sort materials for alphabetic filing</td>
<td>32</td>
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<tr>
<td>File materials with alphabetic filing system</td>
<td>32</td>
</tr>
<tr>
<td>Retrieve materials from files</td>
<td>10, 14, 18, 32, 34, 54, 55</td>
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DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Prepare business forms using calculator</td>
<td></td>
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<tr>
<td>financial statements</td>
<td>60</td>
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DUTY AREA: Inputting and Storing Documents and Files

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<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>1-3, 10, 14, 18, 34, 36, 46, 49, 54, 55, 60</td>
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<td>Key mailing labels</td>
<td>14</td>
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<tr>
<td>Input data from source documents</td>
<td>32, 44, 46, 54</td>
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<tr>
<td>Maintain computer files</td>
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</tr>
<tr>
<td>store repetitive material</td>
<td>2-3, 14, 18, 24, 36, 44, 46</td>
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<tr>
<td>store documents on disks</td>
<td>1-3, 10, 14, 18, 24, 36, 44, 46</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>2-3, 10, 18, 34, 46, 49, 54</td>
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<td>Key outlines from longhand or edited rough draft</td>
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<tr>
<td>Key tabular information</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or</td>
<td>1, 2, 3, 10, 14, 18, 24,</td>
</tr>
<tr>
<td>single sheet paper</td>
<td>36, 44, 46, 49, 54, 55</td>
</tr>
<tr>
<td>Print information according to sort criteria</td>
<td>14, 36</td>
</tr>
<tr>
<td>Print mailing labels or envelopes</td>
<td>14, 49, 55</td>
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<tr>
<td>Sort completed jobs for distribution</td>
<td>10, 14, 18, 36, 44, 54, 55</td>
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### DUTY AREA: Performing Clerical Activities

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<tbody>
<tr>
<td>Prepare documents for use by others</td>
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<tr>
<td>verify calculations</td>
<td>1, 2, 3, 10, 14, 18, 24, 32, 36, 44, 46, 49, 54, 60</td>
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<td>compile worker production log</td>
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<tr>
<td>Process mail</td>
<td>10, 14, 18, 36, 49, 54</td>
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<td>outgoing</td>
<td>14, 18, 36</td>
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<td>maintain mailing list electronically</td>
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### DUTY AREA: Processing Mail

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<td>Maintain mailing lists</td>
<td>10, 14</td>
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<td>on computer</td>
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<td>distribution lists</td>
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DUTY AREA: Typewriting Activities

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<tbody>
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<td>Type forms&lt;br&gt;legal documents</td>
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<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>2, 3, 10, 14, 34, 36, 46, 49, 54</td>
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<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>1, 18, 34, 54</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>33</td>
</tr>
<tr>
<td>Type technical reports from longhand or edited rough draft</td>
<td>60</td>
</tr>
<tr>
<td>Type outlines from longhand or edited rough draft</td>
<td>24</td>
</tr>
<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
<td>32</td>
</tr>
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<td>Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft</td>
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REFERENCE:

ISBN 0-07-037917-3


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<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td>X</td>
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</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
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<tr>
<td>Performing Financial Activities</td>
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<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>Organizing and Planning</td>
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<td>X</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<td>Processing Mail</td>
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**DUTY AREA: Taking and Transcribing Dictation**

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<tr>
<td>Take dictation</td>
<td>1-283 as directed by instructor</td>
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<tr>
<td>in shorthand</td>
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<tr>
<td>Transcribe dictation</td>
<td>1-283 as directed by instructor</td>
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<td>from shorthand</td>
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**DUTY AREA: Editing and Correcting Documents, Records and Files**

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**DUTY AREA: Typewriting Activities**

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<td>Preparing Court Documents</td>
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<td>Taking and Transcribing Dictation</td>
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<tr>
<td>Editing and Correcting Documents, Records</td>
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<tr>
<td>and Files</td>
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<td>Coordinating and Performing Activities</td>
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<td>X</td>
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<tr>
<td>for Employer</td>
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<td>Performing Financial Activities</td>
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<td>Inputting and Storing Documents and Files</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td>Maintaining Office Equipment</td>
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113. Lloyd
DUTY AREA: Editing and Correcting Documents, Records and Files

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DUTY AREA: Inputting and Storing Documents and Files

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<td>Key business reports or manuscripts from longhand or edited rough draft</td>
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</tr>
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<td>Key outlines from longhand or edited rough draft</td>
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<td>Key tabular information</td>
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DUTY AREA: Printing, Distributing and Receiving Output

<table>
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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>as directed by instructor</td>
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<td>Print mailing labels or envelopes</td>
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DUTY AREA: Typewriting Activities

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<tr>
<td>Type forms</td>
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<tr>
<td>application forms</td>
<td>142-143</td>
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<td>resumes</td>
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<td>Type letters from longhand or edited rough draft</td>
<td>93, 94, 95, 97, 98, 101, 102, 103, 128, 132, 133, 134, 137, 144, 145, 148</td>
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<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>72, 73, 76, 91</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
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<tr>
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<td>Type special pages for manuscripts or reports,</td>
<td>63, 64, 65, 90, 117-119, 112-124, 133, 137</td>
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<td>edited rough draft</td>
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DUTY AREAS INCLUDED

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<td>Preparing Client Documents</td>
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<td>Preparing Court Documents</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
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<tr>
<td>Editing and Correcting Documents, Records</td>
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<tr>
<td>and Files</td>
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<td>for Employer</td>
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<td>Filing Materials Manually</td>
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<td>Performing Financial Activities</td>
<td>X</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
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</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td>X</td>
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</tr>
<tr>
<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving Output</td>
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<td>Performing Clerical Activities</td>
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REFERENCE:
ISBN 0-07-038344-8
### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Preparing Client Documents

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<td>452, 482</td>
</tr>
<tr>
<td>Prepare bills of sale</td>
<td>450, 451</td>
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<td>Prepare wills</td>
<td>446, 450</td>
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<td>Prepare deeds</td>
<td>448, 450</td>
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<td>on preprinted forms</td>
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#### DUTY AREA: Preparing Court Documents

<table>
<thead>
<tr>
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<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Prepare papers</td>
<td>454</td>
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<td>for adoption</td>
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#### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and</td>
<td>269, 327, 329, 384, 385, 386, 400, 404, 407, 435, 438, 483</td>
</tr>
<tr>
<td>typographical errors</td>
<td></td>
</tr>
<tr>
<td>Manipulate text</td>
<td>63, 81, 92, 117, 147, 151, 179, 469-471</td>
</tr>
<tr>
<td>insert text</td>
<td></td>
</tr>
<tr>
<td>delete text, files or records from storage</td>
<td>147, 179, 469-471</td>
</tr>
<tr>
<td>prepare new document from existing documents</td>
<td>185, 304, 305, 307, 428</td>
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### DUTY AREA: Filing Materials Manually

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Sort materials for alphabetic filing</td>
<td>290, 404</td>
</tr>
<tr>
<td>File materials with alphabetic filing system</td>
<td>290, 404</td>
</tr>
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### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare business forms manually</td>
<td>351, 355, 356</td>
</tr>
<tr>
<td>itemized bills, invoices or statements</td>
<td>353, 366, 457, 483</td>
</tr>
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### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Key mailing labels</td>
<td>467</td>
</tr>
<tr>
<td>Maintain computer files</td>
<td>420-424, 466-467, 469-471</td>
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</table>
### Duty Area: Inputting and Storing Documents and Files (Continued)

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>92, 94, 144, 238, 297, 329, 399, 435, 469, 474-480</td>
</tr>
<tr>
<td>Key meeting minutes from longhand or edited rough draft</td>
<td>176, 202, 267</td>
</tr>
<tr>
<td>Key outlines from longhand or edited rough draft</td>
<td>62, 63, 85</td>
</tr>
<tr>
<td>Key agenda from longhand or edited rough draft</td>
<td>332, 334</td>
</tr>
<tr>
<td>Key news release from longhand or edited rough draft</td>
<td>329, 438</td>
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### Duty Area: Preparing Medical Records and Insurance Forms

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Numbers</th>
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<tbody>
<tr>
<td>Complete medical forms</td>
<td>458, 460, 483</td>
</tr>
<tr>
<td>medical information, such as history, notes, clinical resumes and reports into medical records</td>
<td>461</td>
</tr>
<tr>
<td>commercial insurance claim forms</td>
<td>463</td>
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<tr>
<td>Medicare payment request forms</td>
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</table>
### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper as directed by instructor</td>
<td>102, 107</td>
</tr>
<tr>
<td>Print mailing labels or envelopes</td>
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#### DUTY AREA: Performing Clerical Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Prepare office for daily use</td>
<td>321, 325, 363, 399, 434, 438</td>
</tr>
<tr>
<td>prioritize work</td>
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<tr>
<td>Prepare documents for use by others</td>
<td>321, 325, 363, 399, 434, 438</td>
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<tr>
<td>compile worker production log</td>
<td>474</td>
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#### DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Type forms</td>
<td>446, 448, 450, 451, 452, 454, 482</td>
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<tr>
<td>legal documents</td>
<td></td>
</tr>
<tr>
<td>invoices</td>
<td>194, 365, 435, 483</td>
</tr>
<tr>
<td>news releases</td>
<td>329, 438</td>
</tr>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>102, 107, 129, 149, 151, 182, 184, 189, 205, 209, 222, 226, 227, 229, 233, 274, 278, 292, 305, 307, 345, 346, 364, 367, 382, 383, 400, 403, 407, 420, 435, 443, 467</td>
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### DUTY AREA: Typewriting Activities (Continued)

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>155, 168, 187, 206, 210, 235, 249, 280, 321</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>92, 94, 149, 238, 297, 329, 469, 474-480</td>
</tr>
<tr>
<td>Type technical reports from longhand or edited rough draft</td>
<td>399, 435</td>
</tr>
<tr>
<td>Type outlines from longhand or edited rough draft</td>
<td>62, 63, 85</td>
</tr>
<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
<td>290, 360, 404</td>
</tr>
<tr>
<td>Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft</td>
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REFERENCE:


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<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
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<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Processing Mail</td>
<td></td>
<td>X</td>
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<tr>
<td>Typewriting Activities</td>
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<td>X</td>
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</tbody>
</table>
DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>45, 47, 49, 51, 53, 55, 57, 59, 61, 63, 65, 67, 69, 71, 73</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>move (rearrange) text</td>
<td>37, 77</td>
</tr>
<tr>
<td>search and replace text</td>
<td>55, 77</td>
</tr>
<tr>
<td>insert text</td>
<td>29, 45, 49, 51, 77</td>
</tr>
<tr>
<td>process text and data using integrated software</td>
<td>45, 47, 51, 59, 61, 65, 67, 69, 71</td>
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<tr>
<td>assemble documents from stored text</td>
<td>45, 49, 51, 61, 63, 65, 69, 71</td>
</tr>
<tr>
<td>prepare new document from existing documents</td>
<td>29, 45, 47, 5, 61, 63, 65, 69, 71</td>
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<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>add new record to files</td>
<td>39, 73</td>
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<tr>
<td>update existing records in files</td>
<td>49</td>
</tr>
<tr>
<td>update data on spreadsheets</td>
<td>39, 40, 42, 73</td>
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<tr>
<td>revise stored repetitive material</td>
<td>45</td>
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<tr>
<td>maintain backup files</td>
<td>29</td>
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### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>26, 28, 59, 63, 67</td>
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<tr>
<td>Input data</td>
<td>39, 40, 42, 59, 73, 77</td>
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<tr>
<td>into spreadsheet formats</td>
<td>77</td>
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<tr>
<td>into graphs and charts</td>
<td>23, 35, 51, 53, 55, 77</td>
</tr>
<tr>
<td>into database files</td>
<td>24, 28, 33, 39, 40, 42, 45, 47, 49, 51, 53, 55, 57, 59, 61, 63, 65, 67, 69, 71, 73, 77</td>
</tr>
<tr>
<td>Maintain computer files</td>
<td>39, 59, 73</td>
</tr>
<tr>
<td>store documents on disks</td>
<td>24, 25, 27, 53, 55, 57, 59, 63, 67</td>
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<tr>
<td>revise spreadsheet formulas</td>
<td>24-28, 33, 39, 40, 42, 45, 47, 49, 51, 53, 55, 57, 59, 61, 63, 65, 67, 69, 71, 73, 77</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>24, 25, 27, 53, 55, 57, 59, 63, 67</td>
</tr>
<tr>
<td>Key business reports or manuscripts</td>
<td>59, 77</td>
</tr>
<tr>
<td>from longhand or edited rough draft</td>
<td>59, 77</td>
</tr>
<tr>
<td>Key outlines from longhand or edited rough draft</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>24, 26-29, 37, 42, 45, 47, 49, 51, 53, 55, 57, 59, 61, 63, 65, 67, 69, 71, 73, 77</td>
</tr>
<tr>
<td>Print information according to sort criteria</td>
<td>37, 57, 61, 63, 64, 73</td>
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REFERENCE:


<table>
<thead>
<tr>
<th>DUTY AREAS INCLUDED</th>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td>X</td>
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</tr>
<tr>
<td>Organizing and Planning</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Processing Mail</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Typewriting Activities</td>
<td>X</td>
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</table>
### Duty Area: Preparing Client Documents

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Prepare bills of sale</td>
<td>334-340</td>
</tr>
<tr>
<td>Prepare wills</td>
<td>334-340</td>
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<tr>
<td>Prepare contracts</td>
<td>334-344</td>
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<tr>
<td>on preprinted forms</td>
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### Duty Area: Taking and Transcribing Dictation

<table>
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<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Take dictation</td>
<td></td>
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<tr>
<td>in shorthand</td>
<td>493-504</td>
</tr>
<tr>
<td>Transcribe dictation</td>
<td></td>
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<tr>
<td>from shorthand</td>
<td>499</td>
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<tr>
<td>from recorded media</td>
<td>498-499</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

<table>
<thead>
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<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and</td>
<td>200, 245, 264, 278, 297, 304-305, 334, 419, 452, 532, 459, 485, 582, 583</td>
</tr>
<tr>
<td>typographical errors</td>
<td></td>
</tr>
<tr>
<td>Verify data and correct errors</td>
<td>535</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
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<tr>
<td>move (rearrange) text</td>
<td>443-453, 573-583</td>
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<tr>
<td>prepare new document from existing documents</td>
<td>268-278, 431-453</td>
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</table>
### Duty Area: Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td>124-136</td>
</tr>
<tr>
<td>schedule appointments or meetings</td>
<td>137-151</td>
</tr>
<tr>
<td>maintain appointment book</td>
<td>126-136</td>
</tr>
<tr>
<td>prepare daily schedule of appointments or meetings</td>
<td>126-136</td>
</tr>
<tr>
<td>cancel and reschedule appointments or meetings</td>
<td>131</td>
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<tr>
<td>arrange itineraries</td>
<td>150</td>
</tr>
<tr>
<td>arrange receptions, dinners or banquets</td>
<td>144-147, 149</td>
</tr>
<tr>
<td>Review technical journals for articles of interest</td>
<td>295-309, 454-464, 561-571</td>
</tr>
<tr>
<td>Deal with irate phone calls</td>
<td>153-164</td>
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</table>

### Duty Area: Filing Materials Manually

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Sort materials</td>
<td></td>
</tr>
<tr>
<td>for alphabetic filing</td>
<td>387-389, 403-404, 415, 349-350</td>
</tr>
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<td>for numeric filing</td>
<td>349, 418, 420-423, 428</td>
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<tr>
<td>for subject filing</td>
<td>350, 418-420, 429</td>
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<tr>
<td>for geographic filing</td>
<td>350, 417-418, 429</td>
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<td>File materials</td>
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<tr>
<td>with alphabetic filing system</td>
<td>387-389, 403-404, 415, 428</td>
</tr>
<tr>
<td>with numeric filing system</td>
<td>428</td>
</tr>
<tr>
<td>with subject filing system</td>
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</tr>
<tr>
<td>with geographic filing system</td>
<td>429</td>
</tr>
<tr>
<td>Retrieve materials</td>
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<td>from files</td>
<td>372, 410-412, 415</td>
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<td>locate misfiles</td>
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### Duty Area: Filing Materials Manually (Continued)

<table>
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<th>Task Name</th>
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<tbody>
<tr>
<td>Establish filing systems</td>
<td></td>
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<tr>
<td>manual system</td>
<td>345-430</td>
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<tr>
<td>index system</td>
<td>374-404</td>
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<tr>
<td>Maintain filing system procedures</td>
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<tr>
<td>apply established records retention policies</td>
<td>376-430</td>
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</table>

### Duty Area: Performing Financial Activities

<table>
<thead>
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<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Process forms manually</td>
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<tr>
<td>requisitions prepared by others</td>
<td>520-536</td>
</tr>
<tr>
<td>Prepare business forms manually</td>
<td></td>
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<tr>
<td>itemized bills, invoices or statements</td>
<td>520-538</td>
</tr>
<tr>
<td>bank deposits</td>
<td>511-513</td>
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<tr>
<td>Prepare business forms using calculator</td>
<td></td>
</tr>
<tr>
<td>payroll</td>
<td>549-560</td>
</tr>
<tr>
<td>Reconcile forms</td>
<td></td>
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<tr>
<td>bank statements</td>
<td>506-520</td>
</tr>
<tr>
<td>Control petty cash funds</td>
<td></td>
</tr>
<tr>
<td></td>
<td>539-548</td>
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</table>
### Duty Area: Inputting and Storing Documents and Files

<table>
<thead>
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<th>Task Name</th>
<th>Page Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>20-21, 150, 249-260, 311-319, 472</td>
</tr>
<tr>
<td>Input data into graphs and charts</td>
<td>314-325</td>
</tr>
<tr>
<td>Maintain computer files store documents on disks</td>
<td>150, 151, 200, 278, 309, 325, 452, 582-583</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>177, 216, 229, 245, 248-254, 309-345, 357, 373, 441, 452, 453, 477, 503, 572</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>55, 310-325, 562-585</td>
</tr>
<tr>
<td>Key meeting minutes from longhand or edited rough draft</td>
<td>330-331, 343</td>
</tr>
<tr>
<td>Key agenda from longhand or edited rough draft</td>
<td>151, 329</td>
</tr>
<tr>
<td>Key tabular information</td>
<td>65-66, 77-78, 88, 122, 314-317, 346-357, 440-441, 464, 476, 502, 582</td>
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### Duty Area: Maintaining Office Equipment

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Numbers</th>
</tr>
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<tbody>
<tr>
<td>Prepare forms for purchase or lease of office equipment</td>
<td></td>
</tr>
<tr>
<td>prepare cost justification for purchase or lease of office equipment</td>
<td>206-215</td>
</tr>
<tr>
<td>recommend purchase or lease of office equipment</td>
<td>365-375</td>
</tr>
<tr>
<td>Determine needs for software</td>
<td>456-478</td>
</tr>
<tr>
<td>for work stations furniture</td>
<td>3-4, 80-88</td>
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</table>
### Duty Area: Maintaining Office Supplies and Forms

<table>
<thead>
<tr>
<th>Task Name</th>
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<tbody>
<tr>
<td>Prepare office supply inventory records</td>
<td>88, 441</td>
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<tr>
<td>manually</td>
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<tr>
<td>Maintain office supplies</td>
<td>279-288, 359, 522-523</td>
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<tr>
<td>equip work station with supplies</td>
<td>279-288</td>
</tr>
<tr>
<td>order supplies for office</td>
<td>287-288</td>
</tr>
<tr>
<td>store supplies</td>
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### Duty Area: Organizing and Planning

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Organize workflow</td>
<td>80-88</td>
</tr>
<tr>
<td>plan office layout and workflow</td>
<td></td>
</tr>
<tr>
<td>prioritize work</td>
<td>98, 107</td>
</tr>
<tr>
<td>Maintain efficient, pleasant work environment</td>
<td>80-88</td>
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</table>

### Duty Area: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed</td>
<td>55, 65, 78, 83, 122, 150, 151, 177, 200, 216, 229, 245, 266, 267, 278, 309, 325, 343, 356, 357, 373, 441, 452, 453, 464, 476, 477, 491, 502, 503, 572, 582, 583</td>
</tr>
<tr>
<td>(fanfold or pinfeed) or single sheet paper</td>
<td></td>
</tr>
<tr>
<td>Print mailing labels or envelopes</td>
<td>244, 245, 266, 278, 309</td>
</tr>
<tr>
<td>Separate continuous-feed forms or paper</td>
<td>325, 583</td>
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## DUTY AREA: Performing Clerical Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Prepare office for daily use</td>
<td>289</td>
</tr>
<tr>
<td>Equipment work station with supplies and forms</td>
<td>98, 107</td>
</tr>
<tr>
<td>Prioritize work</td>
<td></td>
</tr>
<tr>
<td>Prepare documents for use by others</td>
<td>491, 583</td>
</tr>
<tr>
<td>Verify calculations</td>
<td></td>
</tr>
<tr>
<td>Duplicate materials on photocopier</td>
<td>559, 560</td>
</tr>
<tr>
<td>Maintain payroll processing procedures manual</td>
<td></td>
</tr>
<tr>
<td>Follow procedures to maintain confidentiality of data</td>
<td>226, 276</td>
</tr>
<tr>
<td>Process telephone calls</td>
<td>52, 166, 174, 176</td>
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<tr>
<td>Incoming calls</td>
<td>190</td>
</tr>
<tr>
<td>Outgoing calls</td>
<td></td>
</tr>
<tr>
<td>Process mail</td>
<td></td>
</tr>
<tr>
<td>Incoming</td>
<td>228</td>
</tr>
<tr>
<td>Outgoing</td>
<td>245</td>
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## DUTY AREA: Processing Mail

<table>
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<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Process incoming mail</td>
<td>217-230</td>
</tr>
<tr>
<td>Receive mail</td>
<td>218</td>
</tr>
<tr>
<td>Sort mail</td>
<td>224</td>
</tr>
<tr>
<td>Forward mail</td>
<td>221-222</td>
</tr>
<tr>
<td>Distribute mail</td>
<td>222</td>
</tr>
<tr>
<td>Process outgoing mail</td>
<td>231-246</td>
</tr>
<tr>
<td>Packages for shipping</td>
<td></td>
</tr>
<tr>
<td>Specialized mail, such as registered, certified or insured mail</td>
<td>236</td>
</tr>
<tr>
<td>Maintain mailing lists</td>
<td>238-239</td>
</tr>
<tr>
<td>Process bulk mail</td>
<td>238</td>
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DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Type forms</td>
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<tr>
<td>legal documents</td>
<td>334-344</td>
</tr>
<tr>
<td>purchase requisitions</td>
<td>536</td>
</tr>
<tr>
<td>purchase orders</td>
<td>537</td>
</tr>
<tr>
<td>invoices</td>
<td>536</td>
</tr>
<tr>
<td>telegraph messages</td>
<td>201, 202</td>
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<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>200, 245, 266, 278, 309, 477, 503</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>177, 216, 229, 267, 357, 373, 441, 452, 453</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>65, 78, 88, 122, 150, 151, 356, 441, 464, 476, 502, 582</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>55, 32, 582-583</td>
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<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
<td>325</td>
</tr>
<tr>
<td>Type outlines from longhand or edited rough draft</td>
<td>491</td>
</tr>
<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
<td>135, 229, 387, 389</td>
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<tr>
<td>Type graphs from longhand or edited rough draft</td>
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### DUTY AREAS INCLUDED

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<tr>
<td>Preparing Client Documents</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
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<td>X</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
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<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
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<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Processing Mail</td>
<td></td>
<td>X</td>
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<tr>
<td>Typewriting Activities</td>
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This publication includes more emphasis on computer-based systems than is apparent in the task lists.
## Duty Areas/Task Lists/Instructional Materials

### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>add new record to files</td>
<td>30, 62-78, 221-222, 241-250</td>
</tr>
<tr>
<td>update existing records in files</td>
<td>30, 62-64</td>
</tr>
<tr>
<td>update data on spreadsheets</td>
<td>31</td>
</tr>
<tr>
<td>revise stored repetitive material</td>
<td>61-78</td>
</tr>
<tr>
<td>update data on graphs and charts</td>
<td>49-51</td>
</tr>
<tr>
<td>rename files</td>
<td>81-95</td>
</tr>
<tr>
<td>maintain backup files</td>
<td>62</td>
</tr>
<tr>
<td>copy one disk to another</td>
<td>27-28, 31, 221</td>
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<tr>
<td>add data to backup files</td>
<td>216, 220</td>
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### DUTY AREA: Filing Materials Manually

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<thead>
<tr>
<th>TASK NAME</th>
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<tr>
<td>Code materials for filing</td>
<td>82-94, 267-271</td>
</tr>
<tr>
<td>Sort materials</td>
<td></td>
</tr>
<tr>
<td>for alphabetic filing</td>
<td>83-84, 91-95</td>
</tr>
<tr>
<td>for numeric filing</td>
<td>84-86, 95</td>
</tr>
<tr>
<td>for subject filing</td>
<td>87, 92-93</td>
</tr>
<tr>
<td>for geographic filing</td>
<td>84, 91-95</td>
</tr>
<tr>
<td>for color-coded filing system</td>
<td>81-82, 91-95, 182</td>
</tr>
<tr>
<td>File materials</td>
<td></td>
</tr>
<tr>
<td>with alphabetic filing system</td>
<td>83, 84, 91-94, 96</td>
</tr>
<tr>
<td>with numeric filing system</td>
<td>84, 91, 94, 96</td>
</tr>
<tr>
<td>with subject filing system</td>
<td>87, 95</td>
</tr>
<tr>
<td>to inactive files</td>
<td>71, 72</td>
</tr>
<tr>
<td>purge files</td>
<td>71-72, 79-80, 182-183, 239</td>
</tr>
<tr>
<td>with geographic filing system</td>
<td>81, 92-93</td>
</tr>
<tr>
<td>with color-coded filing system</td>
<td>81-82, 91-95, 182</td>
</tr>
<tr>
<td>on microfilm or microfiche</td>
<td>119-121, 123-124, 126-128, 152</td>
</tr>
<tr>
<td>Retrieve materials</td>
<td></td>
</tr>
<tr>
<td>from files</td>
<td>72-75, 78-79</td>
</tr>
<tr>
<td>stored on microfilm or microfiche</td>
<td>78-79, 117-128</td>
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<tr>
<td>locate misfiles</td>
<td>188-190</td>
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</table>
### DUTY AREA: Filing Materials Manually (Continued)

<table>
<thead>
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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Establish filing systems</td>
<td></td>
</tr>
<tr>
<td>manual system</td>
<td>60-78, 99-113</td>
</tr>
<tr>
<td>index system</td>
<td>60-78, 82-95, 96-114</td>
</tr>
<tr>
<td>checkout system</td>
<td>184-185</td>
</tr>
<tr>
<td>record retention policies</td>
<td>63-78</td>
</tr>
<tr>
<td>for magnetic media</td>
<td>87-95</td>
</tr>
<tr>
<td>for storing software</td>
<td>72-78, 209-211</td>
</tr>
<tr>
<td>for securing classified or confidential materials</td>
<td>73</td>
</tr>
<tr>
<td>complete cross-reference sheet</td>
<td>89-90</td>
</tr>
<tr>
<td>Update and revise filing systems</td>
<td>212</td>
</tr>
<tr>
<td>revise file checkout system</td>
<td></td>
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<tr>
<td>update filing system and files</td>
<td>237-262</td>
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<tr>
<td>Maintain filing system procedures</td>
<td></td>
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<tr>
<td>apply established records retention policies</td>
<td>15, 67-75, 89-94, 115-128, 188-204, 213-224, 226-236</td>
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<tr>
<td>maintain magnetic media file</td>
<td>247-250</td>
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<tr>
<td>maintain software library</td>
<td>143-155</td>
</tr>
<tr>
<td>maintain non-electronic filing system</td>
<td>9-11, 13, 30-31, 49-50, 59-78, 110-114, 136-140, 143-156</td>
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### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Input data</td>
<td>251-266</td>
</tr>
<tr>
<td>with optical character recognition equipment</td>
<td>253, 258-261</td>
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<tr>
<td>Maintain computer files</td>
<td>225-236</td>
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</table>
### Duty Areas/Task Lists/Instructional Materials

#### Duty Area: Organizing and Planning

<table>
<thead>
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<th>Page Number</th>
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<tbody>
<tr>
<td>Organize workflow</td>
<td>41-55</td>
</tr>
<tr>
<td>Plan office layout and workflow</td>
<td>41-55</td>
</tr>
<tr>
<td>Prioritize work</td>
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#### Duty Area: Performing Clerical Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Prepare office for daily use</td>
<td>67, 76, 144, 233-236</td>
</tr>
<tr>
<td>Perform data protection procedures during power failure</td>
<td></td>
</tr>
<tr>
<td>Perform power conservation and data protection procedures during air conditioning failure</td>
<td>67, 76</td>
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**REFERENCE:**


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<tr>
<td>Preparing Client Documents</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
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<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
<td></td>
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<tr>
<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<td>X</td>
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<tr>
<td>Performing Clerical Activities</td>
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<tr>
<td>Processing Mail</td>
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<tr>
<td>Typewriting Activities</td>
<td>X</td>
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</table>
### Duty Area: Preparing Client Documents

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<thead>
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</thead>
<tbody>
<tr>
<td>Prepare wills</td>
<td>35</td>
</tr>
<tr>
<td>Prepare contracts on preprinted forms</td>
<td>36</td>
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</table>

### Duty Area: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>1-47</td>
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### Duty Area: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>24, 25, 26</td>
</tr>
<tr>
<td>Key mailing labels</td>
<td>23</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>3-6, 12-22, 45</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>24-26, 41-43, 47</td>
</tr>
<tr>
<td>Key outlines from longhand or edited rough draft</td>
<td>7-11</td>
</tr>
<tr>
<td>Key tabular information</td>
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### DUTY AREA: Typewriting Activities

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<tbody>
<tr>
<td>Type forms</td>
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<tr>
<td>legal documents</td>
<td>35, 36</td>
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<tr>
<td>invoices</td>
<td>37-39</td>
</tr>
<tr>
<td>telegraph messages</td>
<td>38, 40</td>
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<td>menus</td>
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<td>announcements</td>
<td>2, 47</td>
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<td>credit memos</td>
<td>37-40</td>
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<tr>
<td>resumes</td>
<td>46</td>
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<td>Type letters from longhand or edited rough draft</td>
<td>12-22, 45</td>
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<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>3-6</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
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<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>24-26</td>
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<tr>
<td>Type outlines from longhand or edited rough draft</td>
<td>7-11</td>
</tr>
<tr>
<td>Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft</td>
<td>23</td>
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<tr>
<td>Type statistical reports from longhand or edited rough draft</td>
<td>41-43</td>
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Duty Areas/Task Lists/Instructional Materials


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<tbody>
<tr>
<td>Preparing Client Documents</td>
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<td>X</td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
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<td>Taking and Transcribing Dictation</td>
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<td>Editing and Correcting Documents, Records and Files</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
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This publication is a consumable textbook/workbook for teaching the fundamentals of punctuation. The material is designed for initial learning, practice, or reinforcement.
**REFERENCE:**


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### Duty Areas/Task Lists/Instructional Materials

**120. McCauley**

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#### Duty Area: Preparing Client Documents

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Prepare agreements</td>
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</tr>
<tr>
<td>Prepare bills of sale</td>
<td>160</td>
</tr>
<tr>
<td>Prepare contracts on preprinted forms</td>
<td>160</td>
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<tr>
<td>Prepare corporation documents</td>
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<tr>
<td>corporation minute books</td>
<td>428-430</td>
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#### Duty Area: Preparing Court Documents

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Prepare complaints from sample forms</td>
<td>76</td>
</tr>
<tr>
<td>Prepare answers</td>
<td>71-88</td>
</tr>
<tr>
<td>counterclaims</td>
<td>71-88</td>
</tr>
<tr>
<td>cross-claims</td>
<td>71-88</td>
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#### Duty Area: Taking and Transcribing Dictation

<table>
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<tr>
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<tr>
<td>Take dictation at typewriter</td>
<td>101-106</td>
</tr>
<tr>
<td>Transcribe dictation from recorded media</td>
<td>101-106, 203-207</td>
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DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>137, 143-144</td>
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DUTY AREA: Coordinating and Performing Activities for Employer

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<tr>
<th>TASK NAME</th>
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<tr>
<td>Schedule appointments and meetings</td>
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<tr>
<td>make travel arrangements</td>
<td>3-10</td>
</tr>
<tr>
<td>schedule appointments or meetings</td>
<td>420</td>
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<tr>
<td>maintain appointment book</td>
<td>531-536</td>
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<tr>
<td>cancel and reschedule appointments or meetings</td>
<td>531-536</td>
</tr>
<tr>
<td>arrange itineraries</td>
<td>12, 19</td>
</tr>
<tr>
<td>prepare meeting agenda</td>
<td>420</td>
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<tr>
<td>Prepare documents</td>
<td></td>
</tr>
<tr>
<td>travel expense vouchers</td>
<td>16-20</td>
</tr>
<tr>
<td>minutes of meetings</td>
<td>428</td>
</tr>
<tr>
<td>notarized documents</td>
<td>41</td>
</tr>
<tr>
<td>Make arrangements for employer</td>
<td></td>
</tr>
<tr>
<td>for meetings</td>
<td>420</td>
</tr>
<tr>
<td>for conferences</td>
<td>420</td>
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<td>Make notes on employer's mail</td>
<td>378</td>
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<td>Obtain passport for employer</td>
<td>14</td>
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<td>Call telephone repair service</td>
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<td>Page employees</td>
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<tr>
<td>Deal with irate phone calls</td>
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## Duty Areas/Task Lists/Instructional Materials

### Duty Area: Filing Materials Manually

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<td>Code materials for filing</td>
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<tr>
<td>Sort materials</td>
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</tr>
<tr>
<td>for alphabetic filing</td>
<td>219-230</td>
</tr>
<tr>
<td>for numeric filing</td>
<td>235</td>
</tr>
<tr>
<td>for subject filing</td>
<td>232</td>
</tr>
<tr>
<td>for geographic filing</td>
<td>231</td>
</tr>
<tr>
<td>for color-coded filing system</td>
<td>248</td>
</tr>
<tr>
<td>File materials</td>
<td></td>
</tr>
<tr>
<td>with alphabetic filing system</td>
<td>219-230</td>
</tr>
<tr>
<td>with numeric filing system</td>
<td>235</td>
</tr>
<tr>
<td>with subject filing system</td>
<td>232</td>
</tr>
<tr>
<td>to inactive files</td>
<td>240</td>
</tr>
<tr>
<td>purge files</td>
<td>241</td>
</tr>
<tr>
<td>arrange for filing of special materials</td>
<td>213</td>
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<tr>
<td>with geographic filing system</td>
<td>231</td>
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<tr>
<td>with color-coded filing system</td>
<td>248</td>
</tr>
<tr>
<td>on microfilm or microfiche</td>
<td>253-254</td>
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<tr>
<td>Retrieve materials</td>
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<td>stored on microfilm or microfiche</td>
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<td>Establish filing systems</td>
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<td>manual system</td>
<td>245</td>
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<td>index system</td>
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<td>checkout system</td>
<td>236, 247</td>
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<td>record retention policies</td>
<td>211, 238</td>
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<td>for magnetic media</td>
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<tr>
<td>for storing backup copies of disks</td>
<td>259</td>
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<tr>
<td>for storing software</td>
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<td>process outguides</td>
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<td>Update and revise filing systems</td>
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<td>revise file checkout system</td>
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<tr>
<td>Maintain filing system procedures</td>
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<tr>
<td>follow established filming procedures</td>
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<tr>
<td>for microfilm or microfiche</td>
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<tr>
<td>apply established records retention policies</td>
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<td>maintain magnetic media file</td>
<td>242, 253-259</td>
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<tr>
<td>maintain software library</td>
<td>242, 253, 259</td>
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<td>maintain non-electronic filing system</td>
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### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Performing Financial Activities

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<tr>
<td>overdue accounts</td>
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<td>accounts payable invoices</td>
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<td>requisitions prepared by others</td>
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<tr>
<td>Prepare business forms manually</td>
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</tr>
<tr>
<td>itemized bills, invoices or statements</td>
<td>327</td>
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<tr>
<td>bank deposits</td>
<td>27</td>
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<tr>
<td>Control inventory using computer</td>
<td></td>
</tr>
<tr>
<td>merchandise</td>
<td>322</td>
</tr>
<tr>
<td>office supplies and office forms</td>
<td>322</td>
</tr>
<tr>
<td>Prepare business forms using calculator</td>
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</tr>
<tr>
<td>payroll</td>
<td>44</td>
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<td>financial statements</td>
<td>56</td>
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<td>Reconcile forms</td>
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<tr>
<td>cash count with payments</td>
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<td>bank statements</td>
<td>37</td>
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<td>Process journal entries manually</td>
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<tr>
<td>make journal entries</td>
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</tr>
<tr>
<td>post entries from journals to ledgers</td>
<td>54</td>
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<tr>
<td>Control petty cash funds</td>
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<td>Approve bills for payment</td>
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<td>Manage cash advance accounts</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>159-161</td>
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<td>Key mailing labels</td>
<td>154</td>
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<td>Input data</td>
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<td>- with optical character recognition equipment</td>
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<tr>
<td>- into graphs and charts</td>
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<td>- into database files</td>
<td>465</td>
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<tr>
<td>Initialize disks</td>
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<tr>
<td>Maintain computer files</td>
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<tr>
<td>- store documents on disks</td>
<td>259</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>162</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>181</td>
</tr>
<tr>
<td>Key meeting minutes from longhand or edited rough draft</td>
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<td>Key outlines from longhand or edited rough draft</td>
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<td>Key agenda from longhand or edited rough draft</td>
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<td>Key news release from longhand or edited rough draft</td>
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<td>Key tabular information</td>
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## Duty Areas/Task Lists/Instructional Materials

### Duty Area: Maintaining Office Equipment

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<tr>
<td>Perform maintenance functions</td>
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<tr>
<td>- perform maintenance functions on photocopier, such as changing toner and replacing paper</td>
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<tr>
<td>Prepare forms for purchase or lease of office equipment</td>
<td>321</td>
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<tr>
<td>- recommend purchase or lease of office equipment</td>
<td>524</td>
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<tr>
<td>Determine needs for work stations furniture</td>
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### Duty Area: Maintaining Office Supplies and Forms

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<thead>
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<td>Prepare cost justification for purchase of office supplies</td>
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<td>Maintain office supplies</td>
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<tr>
<td>- equip work station with supplies</td>
<td>519, 520</td>
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<td>- store supplies</td>
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### Duty Area: Organizing and Planning

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<td>Organize workflow</td>
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<td>- plan office layout and workflow</td>
<td>529, 532-535</td>
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<tr>
<td>- prioritize work</td>
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<td>Establish and update procedures and standards</td>
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<tr>
<td>- establish procedures for use of clerical/administrative services</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<td>Transmit data via electronic bulletin board or electronic mail</td>
<td>508-514</td>
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<tr>
<td>Transmit data via modem</td>
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</tr>
<tr>
<td>Monitor electronic bulletin board or electronic mail</td>
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### DUTY AREA: Performing Clerical Activities

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<tbody>
<tr>
<td>Prepare office for daily use equip work station with supplies and forms</td>
<td>520</td>
</tr>
<tr>
<td>Prepare office for daily use prioritize work</td>
<td>528, 532-535</td>
</tr>
<tr>
<td>Prepare documents for use by others duplicate materials on photocopier</td>
<td>469</td>
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<tr>
<td>Prepare documents for use by others collate and bind documents</td>
<td>482</td>
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<tr>
<td>Process telephone calls incoming calls</td>
<td>494</td>
</tr>
<tr>
<td>Process telephone calls outgoing calls</td>
<td>497-503</td>
</tr>
<tr>
<td>Process telephone calls record outgoing long distance calls</td>
<td>499-505</td>
</tr>
<tr>
<td>Process mail incoming</td>
<td>378</td>
</tr>
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## Duty Areas/Task Lists/Instructional Materials

### Duty Area: Processing Mail

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<td>Process incoming mail</td>
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<tr>
<td>receive mail</td>
<td>379</td>
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<tr>
<td>sort mail</td>
<td>379</td>
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<tr>
<td>forward mail</td>
<td>379</td>
</tr>
<tr>
<td>distribute mail</td>
<td>379</td>
</tr>
<tr>
<td>Process outgoing mail</td>
<td></td>
</tr>
<tr>
<td>packages for shipping</td>
<td>380</td>
</tr>
<tr>
<td>specialized mail, such as registered,</td>
<td></td>
</tr>
<tr>
<td>certified or insured mail</td>
<td>386, 389</td>
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<tr>
<td>Process bulk mail</td>
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### Duty Area: Typewriting Activities

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<tr>
<td>legal documents</td>
<td>159-161</td>
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<tr>
<td>news releases</td>
<td>91</td>
</tr>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>162</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>179</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>181</td>
</tr>
<tr>
<td>Type technical reports from longhand or edited rough draft</td>
<td>159</td>
</tr>
<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
<td>181, 182, 196</td>
</tr>
<tr>
<td>Type outlines from longhand or edited rough draft</td>
<td>94</td>
</tr>
<tr>
<td>TASK NAME</td>
<td>PAGE NUMBER</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
<td>180</td>
</tr>
<tr>
<td>Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft</td>
<td>154, 213</td>
</tr>
<tr>
<td>Type materials for reproduction (reprographics) from longhand or edited rough draft</td>
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<td>Type graphs from longhand or edited rough draft</td>
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<td>Preparing Court Documents</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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<td>Coordinating and Performing Activities for Employer</td>
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<tr>
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<td>Inputting and Storing Documents and Files</td>
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### DUTY AREA: Proofreading and Correcting Documents, Records and Files

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<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>84-87, 95, 101, 157</td>
</tr>
<tr>
<td>Manipulate text</td>
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<td>assemble documents from stored text</td>
<td>88-92</td>
</tr>
</tbody>
</table>

### DUTY AREA: Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td></td>
</tr>
<tr>
<td>make travel arrangements</td>
<td>92</td>
</tr>
<tr>
<td>make hotel reservations</td>
<td>90</td>
</tr>
<tr>
<td>schedule appointments or meetings</td>
<td>90, 135</td>
</tr>
<tr>
<td>arrange itineraries</td>
<td>88-89</td>
</tr>
<tr>
<td>prepare meeting agenda</td>
<td>135, 137</td>
</tr>
<tr>
<td>arrange receptions, dinners or banquets</td>
<td>138</td>
</tr>
<tr>
<td>Prepare documents</td>
<td></td>
</tr>
<tr>
<td>minutes of meetings</td>
<td>139-140</td>
</tr>
<tr>
<td>Make arrangements for employer</td>
<td></td>
</tr>
<tr>
<td>for meetings</td>
<td>91</td>
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</table>

### DUTY AREA: Filing Materials Manually

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Sort materials</td>
<td></td>
</tr>
<tr>
<td>for alphabetic filing</td>
<td>114</td>
</tr>
<tr>
<td>File materials</td>
<td></td>
</tr>
<tr>
<td>with alphabetic filing system</td>
<td>114</td>
</tr>
<tr>
<td>Establish filing systems</td>
<td></td>
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<tr>
<td>manual system</td>
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### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Process forms manually payments</td>
<td>97-98</td>
</tr>
<tr>
<td>Prepare business forms manually bank deposits</td>
<td>97-98</td>
</tr>
<tr>
<td>Reconcile forms bank statements</td>
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</tr>
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</table>

### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>105-108</td>
</tr>
<tr>
<td>Maintain computer files</td>
<td></td>
</tr>
<tr>
<td>store repetitive material</td>
<td>109-111</td>
</tr>
<tr>
<td>store documents on disks</td>
<td>109-111</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>122-123</td>
</tr>
<tr>
<td>Key meeting minutes</td>
<td>139-140</td>
</tr>
<tr>
<td>Key outlines</td>
<td>88-89</td>
</tr>
<tr>
<td>Key agenda</td>
<td>137</td>
</tr>
<tr>
<td>Key tabular information</td>
<td>125</td>
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### DUTY AREA: Maintaining Office Supplies and Forms

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Design and key office forms</td>
<td>118</td>
</tr>
</tbody>
</table>
### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>105, 109-111, 122, 123</td>
</tr>
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</table>

### DUTY AREA: Performing Clerical Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process mail</td>
<td>155</td>
</tr>
<tr>
<td>incoming courier airbill</td>
<td>103-104</td>
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</tbody>
</table>

### DUTY AREA: Processing Mail

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process incoming mail</td>
<td>155</td>
</tr>
<tr>
<td>courier airbill</td>
<td>103-104</td>
</tr>
<tr>
<td>Maintain incoming/outgoing mail register</td>
<td>131</td>
</tr>
<tr>
<td>certified or insured mail</td>
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</table>
### Duty Area: Typewriting Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Numbers</th>
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<tbody>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>90-91, 117, 136</td>
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<tr>
<td></td>
<td>107, 108, 109-111, 152-153</td>
</tr>
<tr>
<td>Type memos</td>
<td>122, 123, 135</td>
</tr>
<tr>
<td>Type agenda</td>
<td>137</td>
</tr>
<tr>
<td>Type minutes</td>
<td>139-140</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>125</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>142-143</td>
</tr>
<tr>
<td>Type itinerary</td>
<td>88-89</td>
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REFERENCE:  

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<tr>
<td>Preparing Client Documents</td>
<td></td>
<td>X</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Processing Mail</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Typewriting Activities</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>as directed by instructor</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>insert text</td>
<td>38</td>
</tr>
<tr>
<td>delete text, files or records from storage</td>
<td>38, 40</td>
</tr>
<tr>
<td>assemble documents from stored text</td>
<td>29</td>
</tr>
<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>add new record to files</td>
<td>29, 32</td>
</tr>
<tr>
<td>update existing records in files</td>
<td>29, 32, 38</td>
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</table>

### DUTY AREA: Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td>17, 23</td>
</tr>
<tr>
<td>prepare meeting agenda</td>
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### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare business forms using calculator</td>
<td>40</td>
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</tbody>
</table>
### Duty Area: Inputting and Storing Documents and Files

<table>
<thead>
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<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>26</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>14, 15, 18, 20-22, 24, 27-28, 29, 31, 41</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>34-36</td>
</tr>
<tr>
<td>Key outlines from longhand or edited rough draft</td>
<td>20-22, 27-28, 33</td>
</tr>
<tr>
<td>Key agenda from longhand or edited rough draft</td>
<td>17, 23</td>
</tr>
<tr>
<td>Key tabular information</td>
<td>39</td>
</tr>
</tbody>
</table>

### Duty Area: Organizing and Planning

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organize workflow</td>
<td>all activities</td>
</tr>
<tr>
<td>Prioritize work</td>
<td></td>
</tr>
</tbody>
</table>

### Duty Area: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper as directed by instructor</td>
<td></td>
</tr>
<tr>
<td>Print mailing labels or envelopes</td>
<td>14, 15, 18, 20-22, 24, 27-28, 29, 31, 41</td>
</tr>
</tbody>
</table>
### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Performing Clerical Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare office for daily use</td>
<td></td>
</tr>
<tr>
<td>prioritize work</td>
<td>all activities</td>
</tr>
</tbody>
</table>

#### DUTY AREA: Processing Mail

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain mailing lists</td>
<td>16, 29</td>
</tr>
<tr>
<td>on computer</td>
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#### DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type forms agenda</td>
<td>17, 23, 33</td>
</tr>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>15, 18, 24, 29, 31, 41</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>14, 15, 20-22, 27-28</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>27-28, 39</td>
</tr>
<tr>
<td>Type technical reports from longhand or edited rough draft</td>
<td>34-35, 38</td>
</tr>
<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
<td>26, 32</td>
</tr>
<tr>
<td>Type outlines from longhand or edited rough draft</td>
<td>20-22, 27-28, 33</td>
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REFERENCE:


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<thead>
<tr>
<th>DUTY AREAS INCLUDED</th>
<th>YES</th>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
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<td>X</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Processing Mail</td>
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<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
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### DUTY AREA: Preparing Client Documents

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PACKET-ITEM NUMBER</th>
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<tbody>
<tr>
<td>Prepare agreements</td>
<td>1.7, 14.34</td>
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<td>Prepare wills</td>
<td>1.9, 3.21</td>
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<tr>
<td>Prepare deeds on preprinted forms</td>
<td>3.24, 4.31</td>
</tr>
<tr>
<td>Prepare leases on preprinted forms</td>
<td>2.17</td>
</tr>
<tr>
<td>Prepare powers of attorney on preprinted forms</td>
<td>2.12, 4.35</td>
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### DUTY AREA: Preparing Court Documents

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PACKET-ITEM NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Prepare complaints</td>
<td>1.8, 3.20, 4.36</td>
</tr>
<tr>
<td>on preprinted forms</td>
<td>2.12</td>
</tr>
<tr>
<td>from sample forms</td>
<td></td>
</tr>
<tr>
<td>Prepare answers</td>
<td>2.14</td>
</tr>
<tr>
<td>answers</td>
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</tr>
<tr>
<td>counterclaims</td>
<td>2.14</td>
</tr>
<tr>
<td>Prepare other court documents</td>
<td>1.6, 4.30</td>
</tr>
<tr>
<td>affidavits</td>
<td>2.15</td>
</tr>
<tr>
<td>subpoenas</td>
<td>1.8, 3.20, 4.36</td>
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<tr>
<td>summons</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
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<th>TASK NAME</th>
<th>PACKET-ITEM NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and</td>
<td>as directed by instructor</td>
</tr>
<tr>
<td>typographical errors</td>
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</tbody>
</table>
### Duty Area: Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Packet-Item Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td>1.4, 1.5, 2.10, 2.18, 3.22,</td>
</tr>
<tr>
<td></td>
<td>3.23, 3.25, 3.26, 4.29</td>
</tr>
<tr>
<td></td>
<td>1.4, 1.5, 2.18, 3.23, 3.25,</td>
</tr>
<tr>
<td></td>
<td>3.26, 4.29, 4.32</td>
</tr>
<tr>
<td>Maintain appointment book</td>
<td>1.1, 2.10, 3.19, 4.29, 4.32</td>
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<tr>
<td>Prepare daily schedule of appointments</td>
<td></td>
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<tr>
<td>Cancel and reschedule appointments or meetings</td>
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### Duty Area: Filing Materials Manually

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Packet-Item Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sort materials for alphabetic filing</td>
<td>1.1, 2.11, 3.19, 4.29</td>
</tr>
<tr>
<td>File materials with alphabetic filing system</td>
<td>Items 1-38</td>
</tr>
<tr>
<td>Retrieve materials from files</td>
<td>Items 1-38</td>
</tr>
<tr>
<td>Establish filing systems</td>
<td>1.2, 2.12, 3.20</td>
</tr>
<tr>
<td>Cross-referencing system</td>
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### Duty Area: Performing Financial Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Packet-Item Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare business forms manually</td>
<td></td>
</tr>
<tr>
<td>Itemized bills, invoices or statements</td>
<td>3.27, 4.37</td>
</tr>
<tr>
<td>Prepare business forms using calculator</td>
<td>2.16</td>
</tr>
<tr>
<td>Financial statements</td>
<td>3.27, 4.37, 38</td>
</tr>
<tr>
<td>Process journal entries manually</td>
<td></td>
</tr>
<tr>
<td>Make journal entries</td>
<td>1.1, 2.10, 3.19, 3.22, 4.29</td>
</tr>
<tr>
<td>Post entries from journals to ledgers</td>
<td>1.1, 2.10, 3.19, 3.22, 4.29,</td>
</tr>
<tr>
<td></td>
<td>4.37</td>
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</tbody>
</table>
### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA: Organizing and Planning**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PACKET-ITEM NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organize workflow</td>
<td>1.8, 2.10, 3.19, 4.29</td>
</tr>
<tr>
<td>prioritize work</td>
<td></td>
</tr>
</tbody>
</table>

**DUTY AREA: Performing Clerical Activities**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PACKET-ITEM NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare office for daily use</td>
<td>1.1, 2.10, 3.19, 4.29</td>
</tr>
<tr>
<td>prioritize work</td>
<td></td>
</tr>
<tr>
<td>Prepare documents for use by others</td>
<td>1.1, 2.10, 3.19, 4.29</td>
</tr>
<tr>
<td>duplicate materials on photocopier</td>
<td>2.12</td>
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</table>

**DUTY AREA: Typewriting Activities**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PACKET-ITEM NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type forms</td>
<td>Items 1-38</td>
</tr>
<tr>
<td>legal documents</td>
<td></td>
</tr>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>1.3, 2.11, 2.12, 4.33</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>2.16</td>
</tr>
<tr>
<td>Type information on cards, such as postal cards,</td>
<td></td>
</tr>
<tr>
<td>index cards, file cards or address-finder cards</td>
<td>1.2</td>
</tr>
<tr>
<td>from longhand or edited rough draft</td>
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DUTY AREAS INCLUDED

<table>
<thead>
<tr>
<th>DUTY AREAS INCLUDED</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Processing Mail</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
<td>X</td>
<td></td>
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</tbody>
</table>
### Duty Area: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Job Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>all activities</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>move (rearrange) text</td>
<td>1, 2, 4, 5, 8, 13, 16, 21</td>
</tr>
<tr>
<td>insert text</td>
<td>1, 2, 4, 5, 8, 13, 14, 16, 21, 24</td>
</tr>
<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>update existing records in files</td>
<td>1, 2, 4, 5, 8, 13, 14, 16, 21, 24</td>
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### Duty Area: Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Job Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td>9</td>
</tr>
<tr>
<td>Prepare documents</td>
<td>9</td>
</tr>
<tr>
<td>itinerary</td>
<td>18</td>
</tr>
<tr>
<td>agenda</td>
<td>18</td>
</tr>
<tr>
<td>schedule</td>
<td>19, 22</td>
</tr>
<tr>
<td>minutes</td>
<td>21</td>
</tr>
<tr>
<td>announcement</td>
<td>23, 25</td>
</tr>
</tbody>
</table>

### Duty Area: Filing Materials Manually

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Job Number</th>
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</thead>
<tbody>
<tr>
<td>Maintain filing system procedures</td>
<td>15</td>
</tr>
<tr>
<td>apply established records retention policies</td>
<td></td>
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</table>
## Duty Areas/Task Lists/Instructional Materials

### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare business forms using calculator</td>
<td>12</td>
</tr>
<tr>
<td>purchase order</td>
<td></td>
</tr>
</tbody>
</table>

### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>3, 6, 7, 10, 11, 17, 19, 20, 22</td>
</tr>
<tr>
<td>Input data from source documents</td>
<td>1, 2, 8, 13, 21, 23, 25</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>4, 5, 14, 16, 24</td>
</tr>
<tr>
<td>Key meeting minutes from longhand or edited rough draft</td>
<td>21</td>
</tr>
<tr>
<td>Key agenda from longhand or edited rough draft</td>
<td>18</td>
</tr>
<tr>
<td>Key itinerary from longhand or edited rough draft</td>
<td>9</td>
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</tbody>
</table>

### DUTY AREA: Organizing and Planning

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Establish and update procedures and standards</td>
<td>Pages 1-5 to prepare for job activities</td>
</tr>
<tr>
<td>establish procedures for use of clerical/administrative services</td>
<td></td>
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</table>
### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>all activities</td>
</tr>
</tbody>
</table>

### DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type forms</td>
<td>12</td>
</tr>
<tr>
<td>purchase orders</td>
<td>12</td>
</tr>
<tr>
<td>announcements</td>
<td>1, 23</td>
</tr>
<tr>
<td>agendas</td>
<td>18</td>
</tr>
<tr>
<td>itineraries</td>
<td>9</td>
</tr>
<tr>
<td>schedules</td>
<td>2</td>
</tr>
<tr>
<td>minutes</td>
<td>21</td>
</tr>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>4, 5, 14, 24</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>2, 8, 11, 16</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>13</td>
</tr>
<tr>
<td>Type technical reports from longhand or edited rough draft</td>
<td>1, 3, 7, 9, 10, 17, 19, 20, 22, 23, 25</td>
</tr>
<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
<td>15</td>
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# Duty Areas/Task Lists/Instructional Materials

## Reference:

## Duty Areas Included

<table>
<thead>
<tr>
<th>Activity</th>
<th>YES</th>
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</thead>
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<tr>
<td>Preparing Client Documents</td>
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<td>X</td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Processing Mail</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Typewriting Activities</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain files</td>
<td>1, 2, 3, 4, 10, 11, 12, 15, 16, 17, 18, 19, 22, 23, 25, 26, 27, 28, 29, 30, 31, 34, 35</td>
</tr>
<tr>
<td>add new record to files</td>
<td></td>
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### DUTY AREA: Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td>5, 6, 21, 32, 33</td>
</tr>
<tr>
<td>maintain appointment book</td>
<td></td>
</tr>
<tr>
<td>prepare daily schedule of appointments</td>
<td>5, 6, 21, 32, 33</td>
</tr>
<tr>
<td>maintain appointments and meetings</td>
<td>5, 6, 21, 32, 33</td>
</tr>
<tr>
<td>schedules on computer</td>
<td></td>
</tr>
<tr>
<td>prepare meeting agenda</td>
<td>2</td>
</tr>
<tr>
<td>Prepare documents</td>
<td>17, 35</td>
</tr>
<tr>
<td>travel expense vouchers</td>
<td></td>
</tr>
<tr>
<td>minutes of meetings</td>
<td>11, 29</td>
</tr>
</tbody>
</table>

### DUTY AREA: Filing Materials Manually

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code materials for filing</td>
<td>3, 4, 15, 20, 23, 26, 27, 30, and page 8</td>
</tr>
<tr>
<td>Sort Materials</td>
<td>3, 4, 15, 20, 23, 26, 27, 30</td>
</tr>
<tr>
<td>for alphabetic filing</td>
<td></td>
</tr>
<tr>
<td>Tickler file</td>
<td>4, 7, 8, 23, and page 8</td>
</tr>
</tbody>
</table>
### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare forms manually</td>
<td>17, 18, 35</td>
</tr>
<tr>
<td>itemized bills, invoices or statements</td>
<td></td>
</tr>
<tr>
<td>Process forms using computer</td>
<td>17, 18, 35</td>
</tr>
<tr>
<td>Draft budget estimates</td>
<td>19, 30</td>
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</tbody>
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### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>1, 3, 8, 12, 16, 17, 18, 20, 22, 24, 25, 29, 30, 31, 34, 35</td>
</tr>
<tr>
<td>Input data from source documents</td>
<td>8, 9, 10</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>4, 15, 23, 26, 27</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>19</td>
</tr>
<tr>
<td>Key meeting minutes from longhand or edited rough draft</td>
<td>11, 29</td>
</tr>
<tr>
<td>Key agenda from longhand or edited rough draft</td>
<td>2</td>
</tr>
<tr>
<td>Itinerary</td>
<td>12, 28</td>
</tr>
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### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>1-4, 8, 11, 12, 15-19, 22, 23, 25-31, 35</td>
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</tbody>
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### DUTY AREA: Performing Clerical Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare office for daily use</td>
<td>1-35</td>
</tr>
<tr>
<td>prioritize work</td>
<td></td>
</tr>
<tr>
<td>Prepare documents for use by others</td>
<td>19</td>
</tr>
<tr>
<td>verify calculations</td>
<td></td>
</tr>
<tr>
<td>Process telephone calls</td>
<td>5, 6, 13, 21, 32, 33</td>
</tr>
<tr>
<td>process incoming telephone calls</td>
<td></td>
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### DUTY AREA: Processing Mail

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Process incoming mail</td>
<td>8, 20</td>
</tr>
<tr>
<td>sort mail</td>
<td></td>
</tr>
<tr>
<td>Process outgoing mail</td>
<td>8, 20</td>
</tr>
<tr>
<td>specialized mail, such as registered, certified or insured mail</td>
<td></td>
</tr>
<tr>
<td>Maintain mailing lists</td>
<td>8</td>
</tr>
<tr>
<td>manually</td>
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</tr>
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</table>

### DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type forms</td>
<td>18, 34</td>
</tr>
<tr>
<td>purchase orders</td>
<td></td>
</tr>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>4, 15, 23, 26, 27</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>3, 20, 30</td>
</tr>
<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
<td>9, 24</td>
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REFERENCE:

<table>
<thead>
<tr>
<th>DUTY AREAS INCLUDED</th>
<th>YES</th>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
<td></td>
<td>X</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
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<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td>X</td>
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<tr>
<td>Processing Mail</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
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<td></td>
</tr>
</tbody>
</table>
### Duty Area: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>all activities</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>move (rearrange) text</td>
<td>66, 93-99, 102-118</td>
</tr>
<tr>
<td>insert text</td>
<td>46, 58, 66-67, 93-99, 102-</td>
</tr>
<tr>
<td></td>
<td>118, 128</td>
</tr>
<tr>
<td>delete text, files or records from storage</td>
<td>46, 58, 66-67, 93-99, 102-</td>
</tr>
<tr>
<td></td>
<td>118, 128</td>
</tr>
<tr>
<td>assemble documents from stored text</td>
<td>93-99, 102-118</td>
</tr>
</tbody>
</table>

### Duty Area: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>124, 126</td>
</tr>
<tr>
<td>Maintain computer files</td>
<td></td>
</tr>
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<td>store documents on disks</td>
<td>39, 40, 44, 45, 54-58, 63-</td>
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<tr>
<td></td>
<td>74, 93-99, 102-118, 124,</td>
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<tr>
<td></td>
<td>126, 130-147</td>
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<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>39, 40, 44, 45, 54-58, 63-</td>
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<td></td>
<td>72, 130-134</td>
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<tr>
<td>Key business reports or manuscripts from</td>
<td>93-99, 102-118, 135-146</td>
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<tr>
<td>longhand or edited rough draft</td>
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<td>Key tabular information</td>
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</tbody>
</table>
### Duty Areas/Task Lists/InstructiOnal Materials

**DUTY AREA:** Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>39, 40, 44, 45, 46, 54-58, 63-72, 93-99, 102-118, 124, 126, 130-134, 135-146, 147</td>
</tr>
<tr>
<td>Print mailing labels or envelopes</td>
<td>54-58, 63-74, 132</td>
</tr>
<tr>
<td>Separate continuous-feed forms or paper</td>
<td>93-99, 102-118, 135-146</td>
</tr>
</tbody>
</table>

**DUTY AREA:** Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>54-58, 63-72, 132-134</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>39, 40, 44, 45, 130-131</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>44, 45, 63, 66, 124, 126, 147</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>93-99, 102-108, 111-117, 136-145</td>
</tr>
<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
<td>109, 118, 135, 146</td>
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## Duty Areas Included

<table>
<thead>
<tr>
<th>Task</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparing Client Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
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<td>Editing and Correcting Documents, Records and Files</td>
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<td></td>
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<tr>
<td>Filing Materials Manually</td>
<td></td>
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<tr>
<td>Performing Financial Activities</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<td>X</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>Maintaining Office Equipment</td>
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<td>X</td>
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<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
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<td>X</td>
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<tr>
<td>Processing Mail</td>
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<tr>
<td>Typewriting Activities</td>
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## Duty Areas/Task Lists/Instructional Materials

### Duty Area: Performing Clerical Activities

<table>
<thead>
<tr>
<th>Task Name</th>
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<tbody>
<tr>
<td>Process telephone calls</td>
<td>39-49</td>
</tr>
<tr>
<td>incoming calls</td>
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<tr>
<td>Preparing Client Documents</td>
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<tr>
<td>Preparing Court Documents</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<td>Filing Materials Manually</td>
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<td>X</td>
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<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<td></td>
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<tr>
<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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<td>Typewriting Activities</td>
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</table>
Duty Areas/Task Lists/Instructional Materials

Duty Area: Preparing Court Documents

<table>
<thead>
<tr>
<th>Task Name</th>
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<tbody>
<tr>
<td>Prepare complaints from dictation</td>
<td>124</td>
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</table>

Duty Area: Taking and Transcribing Dictation

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Transcribe dictation from recorded media</td>
<td>36, 45, 56, 62, 69, 72, 83, 86, 92, 100, 103, 107, 111, 121, 124, 126, 128, 131, 134</td>
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Duty Area: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>54, 61, 62, 68, 71, 85, 90, 99, 102, 106, 110, 115, 120, 123, 125, 127, 129, 130, 132</td>
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Duty Area: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Input data into graphs and charts</td>
<td>129</td>
</tr>
<tr>
<td>Key correspondence from machine transcription</td>
<td>62, 69, 72, 83, 85, 91, 95, 99, 107, 110, 116, 121, 124, 126, 129, 131, 134</td>
</tr>
<tr>
<td>Key business reports or manuscripts from machine transcription</td>
<td>128</td>
</tr>
</tbody>
</table>
### DUTY AREA: Organizing and Planning

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Organize workflow</td>
<td></td>
</tr>
<tr>
<td>establish system for logging work in and out</td>
<td>27</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>62, 69, 72, 83, 85, 91, 99, 107, 110, 116, 121, 124, 126, 129, 131, 134</td>
</tr>
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### DUTY AREA: Performing Clerical Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Prepare documents for use by others</td>
<td></td>
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<tr>
<td>compile worker production log</td>
<td>27</td>
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### DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Type legal documents</td>
<td>124</td>
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<tr>
<td>Type letters from machine transcription</td>
<td>62, 69, 72, 83, 85, 91, 95, 99, 107, 110, 116, 121, 124, 126, 129, 131, 134</td>
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<tr>
<td>Type memos from machine transcription</td>
<td>72, 92, 107, 116, 121, 128, 131, 132</td>
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<tr>
<td>Type tables from machine transcription</td>
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<tr>
<td>Type manuscripts from machine transcription</td>
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Duty Areas/Task Lists/Instructional Materials

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<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
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<td>X</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Processing Mail</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
<td></td>
<td></td>
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</tbody>
</table>
### Duty Area: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Numbers</th>
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<tbody>
<tr>
<td>Verify data and correct errors</td>
<td>28-29, 37</td>
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<tr>
<td>Manipulate text</td>
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<tr>
<td>insert end-of-line hyphens into text</td>
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### Duty Area: Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Numbers</th>
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</thead>
<tbody>
<tr>
<td>Schedule appointments or meetings (teleconference)</td>
<td>223-224</td>
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<tr>
<td>maintain appointments and meeting schedules on computer</td>
<td>221</td>
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<tr>
<td>Deal with irate phone calls</td>
<td>107, 191-192</td>
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### Duty Area: Organizing and Planning

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Numbers</th>
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<tbody>
<tr>
<td>Organize workflow</td>
<td>123-127</td>
</tr>
<tr>
<td>establish system to prioritize work</td>
<td></td>
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<tr>
<td>Maintain positive public relations</td>
<td>113</td>
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<tr>
<td>expedite charitable and civic contributions</td>
<td></td>
</tr>
<tr>
<td>Establish and update procedures and standards</td>
<td>195-196, 202-204</td>
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<tr>
<td>establish procedures for use of</td>
<td></td>
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<tr>
<td>clerical/administrative services</td>
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</table>
### Duty Area: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Receive data via modem</td>
<td>221-222</td>
</tr>
<tr>
<td>Transmit data</td>
<td></td>
</tr>
<tr>
<td>via electronic bulletin board or</td>
<td></td>
</tr>
<tr>
<td>electronic mail</td>
<td>216-218</td>
</tr>
<tr>
<td>via modem</td>
<td>221-222</td>
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### Duty Area: Performing Clerical Activities

<table>
<thead>
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<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Process telephone calls</td>
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<tr>
<td>incoming calls</td>
<td>181-185, 191</td>
</tr>
<tr>
<td>outgoing calls</td>
<td>185-188, 191</td>
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### Duty Area: Typewriting Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>57-58, 60-61</td>
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REFERENCE:


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<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
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<td></td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
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<tr>
<td>Organizing and Planning</td>
<td>X</td>
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</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
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<td></td>
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<tr>
<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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<td>Typewriting Activities</td>
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### Duty Area: Preparing Client Documents

<table>
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<th>Task Name</th>
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<tbody>
<tr>
<td>Prepare bills of sale</td>
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<tr>
<td>Prepare promissory notes on preprinted forms</td>
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### Duty Area: Taking and Transcribing Dictation

<table>
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<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Take dictation</td>
<td></td>
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<tr>
<td>in shorthand</td>
<td>226-227</td>
</tr>
<tr>
<td>at typewriter</td>
<td>228</td>
</tr>
<tr>
<td>Transcribe dictation</td>
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<tr>
<td>from shorthand</td>
<td>228-232</td>
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<tr>
<td>from recorded media</td>
<td>232-233</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

<table>
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<th>Task Name</th>
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<tbody>
<tr>
<td>Verify data and correct errors</td>
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### DUTY AREA: Coordinating and Performing Activities for Employer

<table>
<thead>
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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td>185-192</td>
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<tr>
<td>make travel arrangements</td>
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<tr>
<td>schedule appointments or meetings</td>
<td>179-182, 236-238</td>
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<tr>
<td>arrange itineraries</td>
<td>199-201</td>
</tr>
<tr>
<td>arrange receptions, dinners or banquets</td>
<td>181-182</td>
</tr>
<tr>
<td>Prepare documents</td>
<td></td>
</tr>
<tr>
<td>travel expense vouchers</td>
<td>198</td>
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<tr>
<td>Make arrangements for employer</td>
<td>182-183, 193-197</td>
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<tr>
<td>for meetings</td>
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<tr>
<td>Make notes on employer's mail</td>
<td>50, 53-54</td>
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<tr>
<td>Call telephone repair service</td>
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### DUTY AREA: Filing Materials Manually

<table>
<thead>
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<th>TASK NAME</th>
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<tbody>
<tr>
<td>Code materials for filing</td>
<td>108-110</td>
</tr>
<tr>
<td>Sort materials</td>
<td></td>
</tr>
<tr>
<td>for alphabetic filing</td>
<td>110</td>
</tr>
<tr>
<td>for numeric filing</td>
<td>110</td>
</tr>
<tr>
<td>for subject filing</td>
<td>110</td>
</tr>
<tr>
<td>for geographic filing</td>
<td>110</td>
</tr>
<tr>
<td>File materials</td>
<td></td>
</tr>
<tr>
<td>with alphabetic filing system</td>
<td>120-125</td>
</tr>
<tr>
<td>with numeric filing system</td>
<td>120</td>
</tr>
<tr>
<td>with subject filing system</td>
<td>119</td>
</tr>
<tr>
<td>with geographic filing system</td>
<td>119</td>
</tr>
<tr>
<td>Retrieve materials</td>
<td></td>
</tr>
<tr>
<td>from files</td>
<td>110</td>
</tr>
<tr>
<td>stored on microfilm or microfiche</td>
<td>117</td>
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432

426
### Duty Area: Filing Materials Manually (Continued)

<table>
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<th>Task Name</th>
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<tbody>
<tr>
<td>Establish filing systems</td>
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<tr>
<td>checkout system</td>
<td>111</td>
</tr>
<tr>
<td>record retention policies</td>
<td>117</td>
</tr>
<tr>
<td>for magnetic media</td>
<td>113-116</td>
</tr>
<tr>
<td>for storing backup copies of disks</td>
<td>115-116</td>
</tr>
<tr>
<td>Update and revise filing systems</td>
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<tr>
<td>update filing system and files</td>
<td>112</td>
</tr>
<tr>
<td>Maintain filing system procedures</td>
<td></td>
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<tr>
<td>apply established records retention policies</td>
<td>113</td>
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### Duty Area: Performing Financial Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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<tr>
<td>Process forms manually payments</td>
<td>136-138, 158-159</td>
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<tr>
<td>Prepare business forms manually</td>
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<tr>
<td>itemized bills, invoices or statements</td>
<td>72-73</td>
</tr>
<tr>
<td>bank deposits</td>
<td>133-135</td>
</tr>
<tr>
<td>Process forms using computer</td>
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<tr>
<td>financial statements</td>
<td>128-130</td>
</tr>
<tr>
<td>Prepare business forms using calculator</td>
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<tr>
<td>payroll</td>
<td>130-132</td>
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<tr>
<td>Reconcile forms</td>
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<tr>
<td>bank statements</td>
<td>138-140</td>
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<tr>
<td>Control petty cash funds</td>
<td>132</td>
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<td>Draft budget estimates</td>
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### DUTY AREA: Inputting and Storing Documents and Files

<table>
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<th>TASK NAME</th>
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<tbody>
<tr>
<td>Key mailing labels</td>
<td>69</td>
</tr>
<tr>
<td>Input data with optical character recognition equipment</td>
<td>97</td>
</tr>
<tr>
<td>Initialize disks</td>
<td>99</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>20-26, 37-40, 41-42, 259-265, 270-271</td>
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<tr>
<td>Key envelopes</td>
<td>27-30</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>142-145</td>
</tr>
<tr>
<td>Key meeting minutes from longhand or edited rough draft</td>
<td>149-150</td>
</tr>
<tr>
<td>Key news release from longhand or edited rough draft</td>
<td>41, 43</td>
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<tr>
<td>Key tabular information</td>
<td>145-146</td>
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### DUTY AREA: Maintaining Office Equipment

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<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Perform maintenance functions</td>
<td>216</td>
</tr>
<tr>
<td>clean equipment</td>
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</tr>
<tr>
<td>Prepare forms for purchase or lease of office equipment</td>
<td>176-177</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### DUTY AREA: Maintaining Office Supplies and Forms

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare office supply inventory records manually</td>
<td>153</td>
</tr>
<tr>
<td>Maintain office supplies</td>
<td></td>
</tr>
<tr>
<td>order supplies for office</td>
<td>154-156, 220-222, 223</td>
</tr>
<tr>
<td>store supplies</td>
<td>223</td>
</tr>
<tr>
<td>equip work station with supplies</td>
<td>153</td>
</tr>
</tbody>
</table>

### DUTY AREA: Organizing and Planning

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Organize workflow</td>
<td>204</td>
</tr>
<tr>
<td>prioritize work</td>
<td></td>
</tr>
<tr>
<td>Maintain efficient, pleasant work environment</td>
<td>3, 6, 9-11, 203-207, 236</td>
</tr>
<tr>
<td>Maintain positive public relations</td>
<td>4</td>
</tr>
<tr>
<td>train users of clerical/administrative services</td>
<td></td>
</tr>
<tr>
<td>Establish and update procedures and standards</td>
<td>7, 17, 20, 31-33, 47-56, 57-74</td>
</tr>
<tr>
<td>establish procedures for use of clerical/administrative services</td>
<td></td>
</tr>
<tr>
<td>establish procedures for securing confidential information</td>
<td>12</td>
</tr>
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</table>
**DUTY AREA: Printing, Distributing and Receiving Output**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>98</td>
</tr>
<tr>
<td>Print mailing labels or envelopes</td>
<td>27-30, 69</td>
</tr>
<tr>
<td>Transmit data</td>
<td></td>
</tr>
<tr>
<td>via electronic bulletin board or electronic mail</td>
<td>102-103</td>
</tr>
<tr>
<td>via modem</td>
<td>100</td>
</tr>
<tr>
<td>Monitor electronic bulletin board or electronic mail</td>
<td>102-103</td>
</tr>
</tbody>
</table>

**DUTY AREA: Performing Clerical Activities**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare office for daily use</td>
<td></td>
</tr>
<tr>
<td>equip work station with supplies and forms</td>
<td>153</td>
</tr>
<tr>
<td>prioritize work</td>
<td>204</td>
</tr>
<tr>
<td>Prepare documents for use by others</td>
<td></td>
</tr>
<tr>
<td>duplicate materials on photocopier</td>
<td>174-176</td>
</tr>
<tr>
<td>collate and bind documents</td>
<td>177</td>
</tr>
<tr>
<td>Process telephone calls</td>
<td></td>
</tr>
<tr>
<td>incoming calls</td>
<td>2, 76</td>
</tr>
<tr>
<td>outgoing calls</td>
<td>2, 76, 86-88</td>
</tr>
<tr>
<td>Process mail</td>
<td></td>
</tr>
<tr>
<td>incoming</td>
<td>47-56</td>
</tr>
<tr>
<td>outgoing</td>
<td>57-74</td>
</tr>
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</table>
### DUTY AREA: Processing Mail

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process incoming mail</td>
<td></td>
</tr>
<tr>
<td>receive mail</td>
<td>48</td>
</tr>
<tr>
<td>sort mail</td>
<td>47</td>
</tr>
<tr>
<td>forward mail</td>
<td>52, 55, 65</td>
</tr>
<tr>
<td>distribute mail</td>
<td>49-53</td>
</tr>
<tr>
<td>Process outgoing mail</td>
<td></td>
</tr>
<tr>
<td>packages for shipping</td>
<td>61, 68</td>
</tr>
<tr>
<td>specialized mail, such as registered, certified or insured mail</td>
<td>58-61, 62-65</td>
</tr>
<tr>
<td>Maintain mailing lists</td>
<td>68</td>
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</tbody>
</table>

### DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>20-26, 37-40, 259-365, 270-271</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>146-146</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>142-145</td>
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<tr>
<td>Type envelopes</td>
<td>27-30, 218</td>
</tr>
<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
<td>144</td>
</tr>
<tr>
<td>Type information on cards such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
<td>219</td>
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### Duty Areas Included

<table>
<thead>
<tr>
<th>Task/Activity</th>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
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<td>X</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Processing Mail</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
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</table>

This publication is designed to assist with commonly misspelled words.
DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
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<td>PAGE NUMBER</td>
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<tr>
<td>3-48</td>
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</table>
# Duty Areas Included

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<tr>
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<tr>
<td>Preparing Client Documents</td>
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<td>X</td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving Output</td>
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<td>Processing Mail</td>
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</tr>
<tr>
<td>Typewriting Activities</td>
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</table>
### DUTY AREA: Taking and Transcribing Dictation

<table>
<thead>
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<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Take dictation</td>
<td>55</td>
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<td>in shorthand</td>
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</tbody>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>13, 19-20, 35, 43-49, 51, 53-54, 57-58, 161</td>
</tr>
<tr>
<td>Manipulate text</td>
<td>67-68</td>
</tr>
<tr>
<td>process text and data using integrated software</td>
<td></td>
</tr>
<tr>
<td>assemble documents from stored text</td>
<td>112</td>
</tr>
<tr>
<td>Maintain files</td>
<td>69-71</td>
</tr>
<tr>
<td>rename files</td>
<td></td>
</tr>
<tr>
<td>maintain backup files</td>
<td>73-74</td>
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### DUTY AREA: Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td>6-7, 38</td>
</tr>
<tr>
<td>make travel arrangements</td>
<td></td>
</tr>
<tr>
<td>schedule appointments or meetings</td>
<td>37, 93, 107, 111</td>
</tr>
<tr>
<td>arrange itineraries</td>
<td>119-120</td>
</tr>
<tr>
<td>prepare meeting agenda</td>
<td>107-108</td>
</tr>
<tr>
<td>arrange receptions, dinners or banquets</td>
<td>112</td>
</tr>
<tr>
<td>Prepare documents</td>
<td>38</td>
</tr>
<tr>
<td>travel expense vouchers</td>
<td></td>
</tr>
<tr>
<td>minutes of meetings</td>
<td>38</td>
</tr>
<tr>
<td>Make arrangements for employer for meetings</td>
<td>108</td>
</tr>
<tr>
<td>Make notes on employer's mail</td>
<td>99-104, 121</td>
</tr>
</tbody>
</table>
### Duty Area: Filing Materials Manually

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code materials for filing</td>
<td>80-82</td>
</tr>
<tr>
<td>Sort materials</td>
<td></td>
</tr>
<tr>
<td>for alphabetic filing</td>
<td>80</td>
</tr>
<tr>
<td>for numeric filing</td>
<td>81</td>
</tr>
<tr>
<td>for subject filing</td>
<td>82</td>
</tr>
<tr>
<td>for geographic filing</td>
<td>80-81</td>
</tr>
</tbody>
</table>

### Duty Area: Performing Financial Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare business forms manually</td>
<td>139-144</td>
</tr>
<tr>
<td>itemized bills, invoices or statements</td>
<td></td>
</tr>
<tr>
<td>Process forms using computer</td>
<td>137-138</td>
</tr>
<tr>
<td>financial statements</td>
<td></td>
</tr>
<tr>
<td>Prepare business forms using calculator</td>
<td>137-138</td>
</tr>
<tr>
<td>financial statements</td>
<td></td>
</tr>
<tr>
<td>Reconcile forms</td>
<td>131-136</td>
</tr>
<tr>
<td>bank statements</td>
<td></td>
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</table>

### Duty Area: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Input data</td>
<td></td>
</tr>
<tr>
<td>into spreadsheet formats</td>
<td>59-61, 91, 115, 143</td>
</tr>
<tr>
<td>into graphs and charts</td>
<td>65-66, 115</td>
</tr>
<tr>
<td>into database files</td>
<td>63-64, 83, 109-110, 129-130</td>
</tr>
<tr>
<td>Initialize disks</td>
<td>33-34, 76</td>
</tr>
<tr>
<td>Maintain computer files</td>
<td></td>
</tr>
<tr>
<td>store documents on disks</td>
<td>17, 23-24, 53-54, 73-74</td>
</tr>
<tr>
<td>revise spreadsheet formulas</td>
<td>62-63</td>
</tr>
</tbody>
</table>
### DUTY AREA: Inputting and Storing Documents and Files (Continued)

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>13, 35, 43-49, 51, 53-54, 161</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>57-58</td>
</tr>
</tbody>
</table>

### DUTY AREA: Maintaining Office Equipment

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perform maintenance functions</td>
<td>31</td>
</tr>
<tr>
<td>repair minor office equipment malfunctions</td>
<td></td>
</tr>
<tr>
<td>monitor hardware and software for working condition</td>
<td>31-32</td>
</tr>
<tr>
<td>Maintain inventory of office equipment</td>
<td>31</td>
</tr>
<tr>
<td>receive office equipment</td>
<td></td>
</tr>
<tr>
<td>supervise installation of office equipment</td>
<td>32</td>
</tr>
<tr>
<td>Determine needs</td>
<td>11-13</td>
</tr>
<tr>
<td>for software</td>
<td></td>
</tr>
<tr>
<td>for work stations furniture</td>
<td>15-16</td>
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</table>

### DUTY AREA: Organizing and Planning

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organize workflow</td>
<td>5-6, 7-10, 29-30, 89-90, 145-148</td>
</tr>
<tr>
<td>plan office layout and workflow</td>
<td></td>
</tr>
<tr>
<td>establish system to prioritize work</td>
<td>149-151</td>
</tr>
<tr>
<td>prioritize work</td>
<td>21-22</td>
</tr>
<tr>
<td>Establish and update procedures and standards</td>
<td>25-26, 32, 123-124, 153-154</td>
</tr>
<tr>
<td>establish procedures for use of clerical/administrative services</td>
<td></td>
</tr>
</tbody>
</table>
### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>85-88</td>
</tr>
<tr>
<td>Print mailing labels or envelopes</td>
<td>112</td>
</tr>
<tr>
<td>Receive data via modem</td>
<td>95-98</td>
</tr>
<tr>
<td>Transmit data via electronic bulletin board or electronic mail via modem</td>
<td>37-39, 93-94, 117-118</td>
</tr>
</tbody>
</table>

### DUTY AREA: Performing Clerical Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare office for daily use to prioritize work</td>
<td>21-22</td>
</tr>
<tr>
<td>Prepare documents for use by others to follow procedures to maintain confidentiality of data</td>
<td>6</td>
</tr>
<tr>
<td>Process telephone calls</td>
<td></td>
</tr>
<tr>
<td>incoming calls</td>
<td>127</td>
</tr>
<tr>
<td>outgoing calls</td>
<td>38, 125</td>
</tr>
<tr>
<td>Process mail</td>
<td></td>
</tr>
<tr>
<td>incoming</td>
<td>99-104</td>
</tr>
<tr>
<td>outgoing</td>
<td>105</td>
</tr>
<tr>
<td>maintain mailing list electronically</td>
<td>111</td>
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</tbody>
</table>
### DUTY AREA: Processing Mail

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process incoming mail</td>
<td></td>
</tr>
<tr>
<td>receive mail</td>
<td>99-104</td>
</tr>
<tr>
<td>forward mail</td>
<td>100</td>
</tr>
<tr>
<td>distribute mail</td>
<td>100</td>
</tr>
<tr>
<td>Process outgoing mail</td>
<td></td>
</tr>
<tr>
<td>specialized mail, such as registered, certified or insured mail</td>
<td>105</td>
</tr>
<tr>
<td>Maintain mailing lists</td>
<td></td>
</tr>
<tr>
<td>on computer</td>
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### DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>35, 43-49, 51, 53-54, 161</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>13</td>
</tr>
<tr>
<td>Type technical reports from longhand or edited rough draft</td>
<td>57-58</td>
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REFERENCE:

<table>
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<th>Duty Area</th>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
<td>X</td>
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<tr>
<td>Preparing Court Documents</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
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</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td>X</td>
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<tr>
<td>Maintaining Office Equipment</td>
<td>X</td>
<td></td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Processing Mail</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Typewriting Activities</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Preparing Client Documents

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Prepare agreements</td>
<td>380</td>
</tr>
<tr>
<td>Prepare real estate documents</td>
<td>380</td>
</tr>
</tbody>
</table>

#### DUTY AREA: Preparing Court Documents

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare litigation documents</td>
<td>380-381</td>
</tr>
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</table>

#### DUTY AREA: Taking and Transcribing Dictation

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
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<tbody>
<tr>
<td>Take dictation in shorthand</td>
<td>41, 151, 155</td>
</tr>
<tr>
<td>Transcribe dictation</td>
<td></td>
</tr>
<tr>
<td>from shorthand</td>
<td>155</td>
</tr>
<tr>
<td>from recorded media</td>
<td>151, 159, 178</td>
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</table>
### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA:** Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>move (rearrange) text</td>
<td>20, 24, 184</td>
</tr>
<tr>
<td>search and replace text</td>
<td>20, 24, 184</td>
</tr>
<tr>
<td>insert text</td>
<td>20, 24, 184</td>
</tr>
<tr>
<td>delete text, files or records from storage</td>
<td>20-21</td>
</tr>
<tr>
<td>process text and data using integrated software</td>
<td>74, 203-204</td>
</tr>
<tr>
<td>assemble documents from stored text</td>
<td>162</td>
</tr>
<tr>
<td>prepare new document from existing documents (mailmerge)</td>
<td>188</td>
</tr>
<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>add new record to files</td>
<td>39</td>
</tr>
<tr>
<td>update existing records in files</td>
<td>45, 196-197</td>
</tr>
<tr>
<td>update data on spreadsheets</td>
<td>195</td>
</tr>
<tr>
<td>revise stored repetitive material</td>
<td>187</td>
</tr>
<tr>
<td>maintain backup files</td>
<td>22</td>
</tr>
<tr>
<td>copy one disk to another</td>
<td>171</td>
</tr>
<tr>
<td>Use spell-checker</td>
<td>45, 188</td>
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</table>
DUTY AREA: Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td></td>
</tr>
<tr>
<td>make travel arrangements</td>
<td>306-323</td>
</tr>
<tr>
<td>schedule appointments or meetings</td>
<td>5, 92, 287-288, 290-293</td>
</tr>
<tr>
<td>arrange itineraries</td>
<td>307-309, 310-317</td>
</tr>
<tr>
<td>prepare meeting agenda</td>
<td>93, 290-293, 294-296, 304</td>
</tr>
<tr>
<td>arrange receptions, dinners or banquets</td>
<td>304</td>
</tr>
<tr>
<td>Prepare documents</td>
<td></td>
</tr>
<tr>
<td>travel expense vouchers</td>
<td>318-319, 321-323</td>
</tr>
<tr>
<td>minutes of meetings</td>
<td>300-301, 304</td>
</tr>
<tr>
<td>notarized documents</td>
<td>383-384</td>
</tr>
<tr>
<td>Make arrangements for employer</td>
<td></td>
</tr>
<tr>
<td>for meetings</td>
<td>5, 287-288, 296-298</td>
</tr>
<tr>
<td>for conferences</td>
<td>289</td>
</tr>
<tr>
<td>Obtain passport for employer</td>
<td>315</td>
</tr>
<tr>
<td>Deal with irate phone calls</td>
<td>91</td>
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DUTY AREA: Filing Materials Manually

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Code materials for filing</td>
<td>214</td>
</tr>
<tr>
<td>Sort materials</td>
<td></td>
</tr>
<tr>
<td>for alphabetic filing</td>
<td>216</td>
</tr>
<tr>
<td>for numeric filing</td>
<td>224</td>
</tr>
<tr>
<td>for subject filing</td>
<td>224</td>
</tr>
<tr>
<td>for geographic filing</td>
<td>225</td>
</tr>
<tr>
<td>File materials</td>
<td></td>
</tr>
<tr>
<td>with alphabetic filing system</td>
<td>37</td>
</tr>
<tr>
<td>Retrieve materials</td>
<td></td>
</tr>
<tr>
<td>from files</td>
<td>48</td>
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### DUTY AREA: Filing Materials Manually (Continued)

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Establish filing systems</td>
<td></td>
</tr>
<tr>
<td>manual system</td>
<td>47, 210, 232</td>
</tr>
<tr>
<td>cross-referencing system</td>
<td>215</td>
</tr>
<tr>
<td>record retention policies</td>
<td>228</td>
</tr>
<tr>
<td>for magnetic media</td>
<td>49, 219-223</td>
</tr>
<tr>
<td>for storing backup copies of disks</td>
<td>48</td>
</tr>
<tr>
<td>for securing classified or confidential materials</td>
<td>49</td>
</tr>
<tr>
<td>Maintain filing system procedures</td>
<td></td>
</tr>
<tr>
<td>follow established filming procedures</td>
<td>226-227, 231, 239</td>
</tr>
<tr>
<td>for microfilm or microfiche</td>
<td>226-227, 231, 239</td>
</tr>
<tr>
<td>maintain magnetic media file</td>
<td>219-223</td>
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### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Process forms manually</td>
<td></td>
</tr>
<tr>
<td>accounts payable invoices</td>
<td>366</td>
</tr>
<tr>
<td>purchase orders</td>
<td>4</td>
</tr>
<tr>
<td>Prepare business forms manually</td>
<td></td>
</tr>
<tr>
<td>itemized bills, invoices or statements</td>
<td>372</td>
</tr>
<tr>
<td>bank deposits</td>
<td>364-365</td>
</tr>
<tr>
<td>Prepare business forms using calculator</td>
<td></td>
</tr>
<tr>
<td>payroll</td>
<td>377-379</td>
</tr>
<tr>
<td>financial statements</td>
<td>359</td>
</tr>
<tr>
<td>Reconcile forms</td>
<td></td>
</tr>
<tr>
<td>bank statements</td>
<td>368-370, 387</td>
</tr>
<tr>
<td>electronic funds transfer</td>
<td>371-372</td>
</tr>
<tr>
<td>Process journal entries manually</td>
<td></td>
</tr>
<tr>
<td>make journal entries</td>
<td>361</td>
</tr>
<tr>
<td>Control petty cash funds</td>
<td>376</td>
</tr>
<tr>
<td>Approve bills for payment</td>
<td>368</td>
</tr>
<tr>
<td>Draft budget estimates</td>
<td>374-375</td>
</tr>
</tbody>
</table>
### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Key documents</strong></td>
<td></td>
</tr>
<tr>
<td>from longhand or edited rough draft</td>
<td>17, 34-35, 37, 160-161, 207</td>
</tr>
<tr>
<td>from machine transcription</td>
<td>38, 4</td>
</tr>
<tr>
<td><strong>Input data</strong></td>
<td></td>
</tr>
<tr>
<td>with optical character recognition equipment</td>
<td>43, 165</td>
</tr>
<tr>
<td>with voice-activated equipment</td>
<td>43</td>
</tr>
<tr>
<td>with mouse, touch screen, graphics tablet, light pen, digital scanner or camera</td>
<td>167-169</td>
</tr>
<tr>
<td>into spreadsheet formats</td>
<td>46, 62, 71, 189-192</td>
</tr>
<tr>
<td>from source documents</td>
<td>28</td>
</tr>
<tr>
<td>into graphs and charts</td>
<td>46, 62, 198-202</td>
</tr>
<tr>
<td>into database files</td>
<td>46, 72, 163, 194, 208</td>
</tr>
<tr>
<td><strong>Initialize disks</strong></td>
<td>173</td>
</tr>
<tr>
<td><strong>Maintain computer files</strong></td>
<td></td>
</tr>
<tr>
<td>store repetitive material</td>
<td>21-22, 29</td>
</tr>
<tr>
<td>create backup files</td>
<td>48</td>
</tr>
<tr>
<td>store documents on disks</td>
<td>29, 39, 47, 67-68, 149, 183, 187</td>
</tr>
<tr>
<td>revise spreadsheet formulas</td>
<td>193</td>
</tr>
<tr>
<td><strong>Key correspondence from longhand or edited rough draft</strong></td>
<td>106-110, 111-130, 149, 179</td>
</tr>
<tr>
<td><strong>Key business reports or manuscripts from longhand or edited rough draft</strong></td>
<td>17, 34-35, 58, 77, 130-145, 208, 250, 282-283, 303-304, 354-355</td>
</tr>
<tr>
<td><strong>Key meeting minutes from longhand or edited rough draft</strong></td>
<td>300-301</td>
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</tbody>
</table>
### DUTY AREA: Maintaining Office Equipment

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare forms for purchase or lease of office equipment</td>
<td></td>
</tr>
<tr>
<td>recommend purchase or lease of office equipment</td>
<td>250</td>
</tr>
<tr>
<td>Maintain inventory of office equipment</td>
<td></td>
</tr>
<tr>
<td>supervise installation of office equipment</td>
<td>217-218</td>
</tr>
<tr>
<td>update software</td>
<td>345</td>
</tr>
<tr>
<td>Determine needs</td>
<td></td>
</tr>
<tr>
<td>for software</td>
<td>77, 208, 262, 345-348</td>
</tr>
<tr>
<td>for work stations furniture</td>
<td>19-21, 23, 77, 405-406</td>
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### DUTY AREA: Maintaining Office Supplies and Forms

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare cost justification for purchase of office supplies</td>
<td>179</td>
</tr>
<tr>
<td>Maintain office supplies</td>
<td></td>
</tr>
<tr>
<td>equip work station with supplies</td>
<td>225, 397-408</td>
</tr>
<tr>
<td>store supplies</td>
<td>217</td>
</tr>
</tbody>
</table>

### DUTY AREA: Organizing and Planning

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organize workflow</td>
<td></td>
</tr>
<tr>
<td>plan office layout and workflow</td>
<td>54-55, 58, 77, 396-404</td>
</tr>
<tr>
<td>establish system to prioritize work</td>
<td>7, 408</td>
</tr>
<tr>
<td>prioritize work</td>
<td>393-395</td>
</tr>
<tr>
<td>establish system for logging work in and out</td>
<td>395</td>
</tr>
<tr>
<td>Maintain efficient, pleasant work environment in professional reference library</td>
<td>98</td>
</tr>
</tbody>
</table>
### DUTY AREA: Organizing and Planning (Continued)

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain positive public relations train users of clerical/administrative services</td>
<td>104, 417</td>
</tr>
<tr>
<td>Develop decision-making/human relations skills</td>
<td>10-14</td>
</tr>
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</table>

### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper by interfacing word processing equipment with phototypesetting equipment</td>
<td>4, 49, 62, 69, 104, 108-110, 111-117, 130-145, 183, 187, 193, 234-238</td>
</tr>
<tr>
<td>Receive data via modem</td>
<td>253, 276-277, 330</td>
</tr>
<tr>
<td>Transmit data</td>
<td>254-257, 259-260</td>
</tr>
<tr>
<td>via electronic bulletin board or electronic mail</td>
<td>29-30, 39, 70, 77, 86, 253, 260-262, 293, 330</td>
</tr>
<tr>
<td>via modem</td>
<td>257-259</td>
</tr>
<tr>
<td>via local area networks</td>
<td>263-264</td>
</tr>
<tr>
<td>via microwaves and satellites</td>
<td>264-265</td>
</tr>
<tr>
<td>via time-sharing systems</td>
<td>265-266</td>
</tr>
<tr>
<td>via facsimile machines</td>
<td>42, 51-54, 62</td>
</tr>
<tr>
<td>Monitor electronic bulletin board or electronic mail</td>
<td>49-50</td>
</tr>
<tr>
<td>Sort completed jobs for distribution</td>
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### DUTY AREA: Performing Clerical Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare office for daily use</td>
<td></td>
</tr>
<tr>
<td>equip work station with supplies and forms</td>
<td>408</td>
</tr>
<tr>
<td>prioritize work</td>
<td>393</td>
</tr>
<tr>
<td>Prepare documents for use by others</td>
<td></td>
</tr>
<tr>
<td>duplicate materials on photocopier</td>
<td>240-242</td>
</tr>
<tr>
<td>collate and bind documents</td>
<td>242</td>
</tr>
<tr>
<td>Process telephone calls</td>
<td></td>
</tr>
<tr>
<td>incoming calls</td>
<td>81, 329-330, 333-340, 354</td>
</tr>
<tr>
<td>outgoing calls</td>
<td>293, 341-344</td>
</tr>
<tr>
<td>Process mail</td>
<td></td>
</tr>
<tr>
<td>incoming</td>
<td>266, 273-274</td>
</tr>
<tr>
<td>outgoing</td>
<td>123-125, 267</td>
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<tr>
<td>interoffice</td>
<td>111</td>
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### DUTY AREA: Processing Mail

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Process incoming mail</td>
<td></td>
</tr>
<tr>
<td>receive mail</td>
<td>273, 282</td>
</tr>
<tr>
<td>sort mail</td>
<td>273</td>
</tr>
<tr>
<td>forward mail</td>
<td>274</td>
</tr>
<tr>
<td>distribute mail</td>
<td>274, 282</td>
</tr>
<tr>
<td>Process outgoing mail</td>
<td></td>
</tr>
<tr>
<td>packages for shipping</td>
<td>269</td>
</tr>
<tr>
<td>specialized mail, such as registered,</td>
<td></td>
</tr>
<tr>
<td>certified or insured mail</td>
<td>267-268</td>
</tr>
<tr>
<td>Process interoffice mail</td>
<td>111</td>
</tr>
<tr>
<td>Process telex, TWX, mailgrams</td>
<td>269-272</td>
</tr>
</tbody>
</table>
**DUTY AREA: Typewriting Activities**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>207</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>179</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>17, 34-35, 58, 77, 104, 130-145, 208, 249, 250, 282-283, 303-304, 354-355</td>
</tr>
<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
<td>137-139, 145</td>
</tr>
<tr>
<td>Type outlines from longhand or edited rough draft</td>
<td>178</td>
</tr>
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REFERENCE:


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<tr>
<th>DUTY AREAS INCLUDED</th>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
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</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
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<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td>X</td>
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<tr>
<td>Processing Mail</td>
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<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>28</td>
</tr>
</tbody>
</table>

### DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
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<tbody>
<tr>
<td>Type forms</td>
<td></td>
</tr>
<tr>
<td>purchase requisitions</td>
<td>30</td>
</tr>
<tr>
<td>purchase orders</td>
<td>31</td>
</tr>
<tr>
<td>news releases</td>
<td>36</td>
</tr>
<tr>
<td>change request form</td>
<td>4</td>
</tr>
<tr>
<td>job description</td>
<td>11</td>
</tr>
<tr>
<td>questionnaire</td>
<td>13</td>
</tr>
<tr>
<td>personal data sheet</td>
<td>18</td>
</tr>
<tr>
<td>employment application</td>
<td>20</td>
</tr>
<tr>
<td>product review form</td>
<td>24</td>
</tr>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>2, 9, 10, 12, 19, 21, 22, 23, 25</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>5, 17, 26, 34</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>6, 27, 33, 35</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>16</td>
</tr>
<tr>
<td>Type minutes from longhand or edited rough draft</td>
<td>7</td>
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</tbody>
</table>
### DUTY AREA: Typewriting Activities (Continued)

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type technical reports from longhand or edited rough draft</td>
<td>3, 29</td>
</tr>
<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
<td>29</td>
</tr>
<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
<td>14</td>
</tr>
<tr>
<td>Type labels, such as address labels, file folder labels or file drawer labels</td>
<td>15</td>
</tr>
</tbody>
</table>
**DUTY AREAS INCLUDED**

<table>
<thead>
<tr>
<th>DUTY AREAS INCLUDED</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparing Client Documents</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Processing Mail</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
### DUTY AREA: Preparing Client Documents

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare bills of sale</td>
<td>189</td>
</tr>
<tr>
<td>Prepare wills</td>
<td>360-362</td>
</tr>
<tr>
<td>Prepare powers of attorney</td>
<td>363</td>
</tr>
<tr>
<td>on preprinted forms</td>
<td></td>
</tr>
</tbody>
</table>

### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>as directed by instructor</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>insert text</td>
<td>57, 62, 66, 146</td>
</tr>
<tr>
<td>delete text, files or records from storage</td>
<td>57, 62, 146</td>
</tr>
</tbody>
</table>

### DUTY AREA: Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td>369</td>
</tr>
<tr>
<td>maintain appointment book</td>
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</table>

### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare business forms manually</td>
<td>195, 197, 210, 274, 388</td>
</tr>
<tr>
<td>itemized bills, invoices or statements</td>
<td></td>
</tr>
</tbody>
</table>
**DUTY AREA: Inputting and Storing Documents and Files**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>181, 230, 241, 296, 329, 338, 351, 354, 387</td>
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<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>53, 57, 85, 90, 92, 105, 115, 117, 140, 146, 216-218, 222, 226, 228, 237-238, 244, 246, 254, 266, 293, 307, 310, 314, 316, 318, 349, 371-374, 386</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>60, 62, 66, 80, 94, 99, 125, 148, 156, 168, 221, 232, 280, 299, 315, 384</td>
</tr>
<tr>
<td>Key meeting minutes from longhand or edited rough draft</td>
<td>183, 231, 239, 335, 336</td>
</tr>
<tr>
<td>Key outlines from longhand or edited rough draft</td>
<td>68</td>
</tr>
<tr>
<td>Key agenda from longhand or edited rough draft</td>
<td>230</td>
</tr>
<tr>
<td>Key news release from longhand or edited rough draft</td>
<td>150, 220, 292</td>
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</tbody>
</table>
DUTY AREA: Inputting and Storing Documents and Files (Continued)

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
</table>

DUTY AREA: Preparing Medical Records and Insurance Forms

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete medical forms</td>
<td>369, 370, 371, 372-373</td>
</tr>
<tr>
<td>medical information, such as history, notes, clinical resumes and reports into medical records</td>
<td></td>
</tr>
</tbody>
</table>

DUTY AREA: Organizing and Planning

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Organize workflow</td>
<td>348</td>
</tr>
<tr>
<td>prioritize work</td>
<td></td>
</tr>
</tbody>
</table>

DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>as directed by instructor</td>
</tr>
<tr>
<td>Print mailing labels or envelopes</td>
<td>89, 92, 115, 140, 146, 218</td>
</tr>
<tr>
<td>Separate continuous-feed forms or paper</td>
<td>94, 241</td>
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</tbody>
</table>
DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type forms</td>
<td></td>
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<tr>
<td>legal documents</td>
<td>359, 360-362, 363, 364</td>
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<tr>
<td>purchase requisitions</td>
<td>191, 227, 276,</td>
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<tr>
<td>purchase orders</td>
<td>125, 136, 227, 237, 248,</td>
</tr>
<tr>
<td>invoices</td>
<td>276, 339, 382</td>
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<tr>
<td>news releases</td>
<td>193, 229, 248, 276, 382</td>
</tr>
<tr>
<td></td>
<td>150, 220, 292</td>
</tr>
<tr>
<td>Type letters from longhand or edited rough draft</td>
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<tr>
<td></td>
<td>53, 57, 90, 92, 115, 117,</td>
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<td></td>
<td>140, 146, 216, 218, 222,</td>
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<td></td>
<td>226, 228, 267, 268, 244,</td>
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<td></td>
<td>246, 254, 293, 307, 314,</td>
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<td></td>
<td>317, 349, 371, 373, 374</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td></td>
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<tr>
<td></td>
<td>85, 105, 117, 217, 219,</td>
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<td></td>
<td>238, 266, 293, 310, 316,</td>
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<td></td>
<td>318</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
<td></td>
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<td></td>
<td>72, 76, 121, 160, 162, 164,</td>
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<td></td>
<td>166, 217, 242, 268, 270,</td>
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<td>272, 286, 291, 298, 304,</td>
</tr>
<tr>
<td></td>
<td>305, 319, 343, 353, 388</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td></td>
</tr>
<tr>
<td></td>
<td>60, 62, 66, 80, 94, 99,</td>
</tr>
<tr>
<td></td>
<td>125, 148, 156, 168, 221</td>
</tr>
<tr>
<td></td>
<td>232, 280, 299, 315, 384</td>
</tr>
<tr>
<td>Type outlines from longhand or edited rough draft</td>
<td></td>
</tr>
<tr>
<td></td>
<td>68</td>
</tr>
<tr>
<td>Type information on cards, such as postal cards, index cards, file cards</td>
<td></td>
</tr>
<tr>
<td>or address-finder cards from longhand or edited rough draft</td>
<td>305, 335</td>
</tr>
<tr>
<td>Type graphs from longhand or edited rough draft</td>
<td>308</td>
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<table>
<thead>
<tr>
<th>DUTY AREAS INCLUDED</th>
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<th>NO</th>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
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<td>X</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Processing Mail</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>179</td>
</tr>
<tr>
<td>Verify data and correct errors</td>
<td>43, 188-192, 193</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>search and replace text</td>
<td>61, 62, 63, 184, 193</td>
</tr>
<tr>
<td>delete text, files or records from storage</td>
<td>23, 26, 35, 40, 42, 184, 193</td>
</tr>
<tr>
<td>assemble documents from stored text</td>
<td>209</td>
</tr>
<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>add new record to files</td>
<td>21, 27, 35, 40, 41, 184, 193, 208</td>
</tr>
<tr>
<td>update existing records in files</td>
<td>23, 26, 27, 35, 40, 42, 184, 193, 194</td>
</tr>
<tr>
<td>copy one disk to another</td>
<td>225</td>
</tr>
</tbody>
</table>

### DUTY AREA: Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td>183</td>
</tr>
<tr>
<td>prepare meeting agenda</td>
<td></td>
</tr>
<tr>
<td>Make arrangements for employer for meetings</td>
<td>183</td>
</tr>
</tbody>
</table>
### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Control inventory using computer</td>
<td></td>
</tr>
<tr>
<td>merchandise</td>
<td>210</td>
</tr>
<tr>
<td>equipment</td>
<td>212</td>
</tr>
<tr>
<td>Prepare business forms using calculator</td>
<td></td>
</tr>
<tr>
<td>payroll</td>
<td>66</td>
</tr>
<tr>
<td>financial statements</td>
<td>91, 93</td>
</tr>
<tr>
<td>Reconcile forms</td>
<td></td>
</tr>
<tr>
<td>bank statements</td>
<td>150-154, 186, 187</td>
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<tr>
<td>Control petty cash funds</td>
<td>142-148</td>
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</tbody>
</table>

### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Input data</td>
<td></td>
</tr>
<tr>
<td>into spreadsheet formats</td>
<td>75, 78, 90, 92, 93, 94, 185, 210, 212, 213, 214</td>
</tr>
<tr>
<td>into database files</td>
<td>22, 27, 35, 40, 160, 161, 168, 177, 178, 184, 193, 194, 205, 206, 207</td>
</tr>
<tr>
<td>Initialize disks</td>
<td>221</td>
</tr>
<tr>
<td>Maintain computer files</td>
<td></td>
</tr>
<tr>
<td>update spelling dictionary</td>
<td>179, 202</td>
</tr>
<tr>
<td>store documents on disks</td>
<td>23, 28, 35, 61, 62, 63, 112, 117</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited</td>
<td></td>
</tr>
<tr>
<td>rough draft</td>
<td>180, 181</td>
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</table>
### Duty Area: Organizing and Planning

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organize workflow</td>
<td></td>
</tr>
<tr>
<td>establish system to prioritize work</td>
<td>172-173</td>
</tr>
<tr>
<td>prioritize work</td>
<td>176</td>
</tr>
</tbody>
</table>

### Duty Area: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>61, 62, 63, 76, 112, 117, 163, 169, 179, 180, 184</td>
</tr>
</tbody>
</table>

### Duty Area: Typewriting Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type forms</td>
<td></td>
</tr>
<tr>
<td>purchase orders</td>
<td>110, 111, 112</td>
</tr>
<tr>
<td>invoices</td>
<td>115, 116, 117</td>
</tr>
</tbody>
</table>
Duty Areas/Task Lists/Instructional Materials


<table>
<thead>
<tr>
<th>Duty Areas Included</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparing Client Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Processing Mail</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Typewriting Activities</td>
<td>X</td>
<td></td>
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</tbody>
</table>

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### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA:** Taking and Transcribing Dictation

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Take dictation by machine shorthand</td>
<td>28</td>
</tr>
<tr>
<td>Transcribe dictation from recorded media</td>
<td>241-242</td>
</tr>
</tbody>
</table>

**DUTY AREA:** Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>51, 82, 149, 198, 297, 338-339, 382, 442-443, 640</td>
</tr>
<tr>
<td>Verify data and correct errors</td>
<td>331-332, 486</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>move (rearrange) text</td>
<td>274-276</td>
</tr>
<tr>
<td>insert text</td>
<td>274-276, 289</td>
</tr>
<tr>
<td>delete text, files or records from storage</td>
<td></td>
</tr>
<tr>
<td>process text and data using integrated software</td>
<td>192, 279</td>
</tr>
</tbody>
</table>

**DUTY AREA:** Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td></td>
</tr>
<tr>
<td>make travel arrangements</td>
<td>463-470</td>
</tr>
<tr>
<td>schedule appointments or meetings</td>
<td>451-455</td>
</tr>
<tr>
<td>maintain appointment book</td>
<td>400, 450-451, 454, 473</td>
</tr>
<tr>
<td>maintain appointments and meeting schedules on computer</td>
<td>451, 453</td>
</tr>
<tr>
<td>arrange itineraries</td>
<td>468, 470</td>
</tr>
<tr>
<td>prepare meeting agenda</td>
<td>458, 456</td>
</tr>
<tr>
<td>arrange receptions, dinners or banquets</td>
<td>492</td>
</tr>
</tbody>
</table>
### DUTY AREA: Coordinating and Performing Activities for Employer (Continued)

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare documents</td>
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<td>travel expense vouchers</td>
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<td>minutes of meetings</td>
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<tr>
<td>Make arrangements for employer</td>
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<tr>
<td>for meetings</td>
<td>456-462</td>
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<tr>
<td>for conferences</td>
<td>462, 473-474</td>
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<tr>
<td>Make notes on employer's mail</td>
<td>596-597</td>
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<tr>
<td>Deal with irate phone calls</td>
<td>632-636, 674</td>
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### DUTY AREA: Filing Materials Manually

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Code materials for filing</td>
<td>521, 548-549, 562, 585</td>
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<td>Sort materials</td>
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<tr>
<td>for alphabetic filing</td>
<td>526-527, 539, 541, 552, 562, 584</td>
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<td>for numeric filing</td>
<td>532-533, 552</td>
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<td>for subject filing</td>
<td>528-530</td>
</tr>
<tr>
<td>for geographic filing</td>
<td>530-532</td>
</tr>
<tr>
<td>for color-coded filing system</td>
<td>523-525</td>
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<tr>
<td>File materials</td>
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<td>with subject filing system</td>
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<td>to inactive files</td>
<td>515</td>
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<td>purge files</td>
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<tr>
<td>with geographic filing system</td>
<td>503</td>
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<tr>
<td>with color-coded filing system</td>
<td>582</td>
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<tr>
<td>on microfilm or microfiche</td>
<td>563-581</td>
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<tr>
<td>Retrieve materials</td>
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<tr>
<td>from files</td>
<td>558</td>
</tr>
<tr>
<td>stored on microfilm or microfiche</td>
<td>570-581</td>
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<tr>
<td>classified or confidential materials</td>
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### DUTY AREA: Filing Materials Manually (Continued)

<table>
<thead>
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<tbody>
<tr>
<td>Establish filing systems</td>
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<tr>
<td>manual system</td>
<td>500-502</td>
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<tr>
<td>cross-referencing system</td>
<td>549-552</td>
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<tr>
<td>index system</td>
<td>503, 520, 532, 534-536</td>
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<tr>
<td>checkout system</td>
<td>503</td>
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<tr>
<td>record retention policies</td>
<td>504, 514-515, 559-560</td>
</tr>
<tr>
<td>for magnetic media</td>
<td>563-581</td>
</tr>
<tr>
<td>for storing backup copies of disks</td>
<td>564, 569</td>
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<td>for storing software</td>
<td>570-571</td>
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<tr>
<td>for securing classified or confidential materials</td>
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<tr>
<td>complete cross-reference sheet</td>
<td>193-194, 572-573</td>
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<td>process outguides</td>
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<tr>
<td>Maintain filing system procedures</td>
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<tr>
<td>follow established filming procedures</td>
<td>507-509, 575-577</td>
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<td>for microfilm or microfiche</td>
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<tr>
<td>apply established records retention policies</td>
<td>504-515, 559-560, 583</td>
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<tr>
<td>maintain magnetic media file</td>
<td>506-510, 563-581</td>
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<tr>
<td>maintain software library</td>
<td>577-581</td>
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<tr>
<td>maintain non-electronic filing system</td>
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### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Process forms manually</td>
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<tr>
<td>orders</td>
<td>306-311, 322-323</td>
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<tr>
<td>payments</td>
<td>370, 375</td>
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<tr>
<td>accounts payable</td>
<td>369</td>
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<td>requisitions prepared by others</td>
<td>326-328, 334</td>
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<tr>
<td>inventory</td>
<td>340-341</td>
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<td>Prepare business forms manually</td>
<td>328-329, 338-339, 384</td>
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<tr>
<td>purchase orders</td>
<td>348-352, 367</td>
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<td>bank deposits</td>
<td>371-374</td>
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<tr>
<td>vouchers, checks</td>
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<td>Process forms using computer</td>
<td>366</td>
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### DUTY AREA: Performing Financial Activities (Continued)

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<thead>
<tr>
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<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Prepare business forms using calculator payroll financial statements</td>
<td>376-380, 382-383, 482-486, 493</td>
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<tr>
<td>Reconcile forms bank statements</td>
<td>352-354, 368</td>
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<tr>
<td>Control petty cash funds</td>
<td>357-362</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<thead>
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<th>TASK NAME</th>
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<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>175, 518, 542</td>
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<tr>
<td>Key mailing labels</td>
<td>625</td>
</tr>
<tr>
<td>Input data with optical character recognition equipment into spreadsheet formats into graphs and charts into database files</td>
<td>280, 612-613, 489-491, 486-489, 573</td>
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<tr>
<td>Maintain computer files create backup files update spelling dictionary store documents on disks</td>
<td>569, 292, 296</td>
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<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>52, 101, 197, 205-234, 244, 266, 298, 300-302, 342, 385, 426-427, 692</td>
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<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>234-237, 246, 267, 283-284, 475-482, 495-496</td>
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<tr>
<td>Key meeting minutes from longhand or edited rough draft</td>
<td>459, 460</td>
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<td>Key tabular information</td>
<td>237-239, 300, 443</td>
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## Duty Areas/Task Lists/Instructional Materials

### DUTY AREA: Maintaining Office Equipment

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Perform maintenance functions</td>
<td>393-395</td>
</tr>
<tr>
<td>perform maintenance functions on</td>
<td>194-195</td>
</tr>
<tr>
<td>photocopier, such as changing</td>
<td>393-395</td>
</tr>
<tr>
<td>toner and replacing paper</td>
<td>194-195</td>
</tr>
<tr>
<td>clean equipment</td>
<td>194-195</td>
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### DUTY AREA: Maintaining Office Supplies and Forms

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Maintain office supplies</td>
<td>392-393</td>
</tr>
<tr>
<td>equip work station with supplies</td>
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### DUTY AREA: Organizing and Planning

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<tr>
<td>Organize workflow</td>
<td>11-15, 392, 395-398</td>
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<tr>
<td>plan office layout and workflow</td>
<td>11-15, 392, 395-398</td>
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<tr>
<td>prioritize work</td>
<td>134-136, 401-404</td>
</tr>
<tr>
<td>establish system for logging work in and out</td>
<td>136, 405</td>
</tr>
<tr>
<td>Maintain efficient, pleasant work environment</td>
<td>431-434, 444</td>
</tr>
<tr>
<td>in working environment</td>
<td>431-434, 444</td>
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<tr>
<td>Maintain positive public relations</td>
<td>55-60</td>
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<tr>
<td>train users of clerical/administrative services</td>
<td>55-60</td>
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<tr>
<td>Establish and update procedures and standards</td>
<td>437-440</td>
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<tr>
<td>establish procedures for securing confidential information</td>
<td>437-440</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or</td>
<td>52, 101, 175, 197, 244, 246, 266,</td>
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<tr>
<td>single sheet paper</td>
<td>267, 283-284, 292-295, 298, 300-302,</td>
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<td></td>
<td>342, 385, 426-427, 443, 495-496,</td>
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<td></td>
<td>518, 542, 692</td>
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<tr>
<td>Print mailing labels or envelopes</td>
<td>222-223</td>
</tr>
<tr>
<td>Transmit data via electronic bulletin board or electronic mail</td>
<td>296</td>
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### DUTY AREA: Performing Clerical Activities

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Prepare office for daily use</td>
<td>398-400</td>
</tr>
<tr>
<td>clean and straighten up work area</td>
<td>134-136, 401-404</td>
</tr>
<tr>
<td>prioritize work</td>
<td>134-136</td>
</tr>
<tr>
<td>perform power conservation and data protection procedures during air</td>
<td>434</td>
</tr>
<tr>
<td>conditioning failure</td>
<td></td>
</tr>
<tr>
<td>Prepare documents for use by others</td>
<td>131</td>
</tr>
<tr>
<td>verify calculations</td>
<td>411-424, 427</td>
</tr>
<tr>
<td>duplicate materials on photocopier</td>
<td>409</td>
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<tr>
<td>compile worker production log</td>
<td>316</td>
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<tr>
<td>compile documents and batch tickets for daily entry</td>
<td>376-380, 382-383</td>
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<tr>
<td>maintain payroll processing procedures manual</td>
<td>429-431</td>
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<tr>
<td>follow procedures to maintain confidentiality of data</td>
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<tr>
<td>Process telephone calls</td>
<td>297, 628-642, 673</td>
</tr>
<tr>
<td>incoming calls</td>
<td>643-654</td>
</tr>
<tr>
<td>outgoing calls</td>
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<tr>
<td>Process mail</td>
<td>590-603</td>
</tr>
<tr>
<td>incoming</td>
<td>604-623</td>
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<tr>
<td>outgoing</td>
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DUTY AREA: Processing Mail

<table>
<thead>
<tr>
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<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Process incoming mail</td>
<td>590-603</td>
</tr>
<tr>
<td>receive mail</td>
<td>602-603</td>
</tr>
<tr>
<td>sort mail</td>
<td>592-594</td>
</tr>
<tr>
<td>distribute mail</td>
<td>592-594</td>
</tr>
<tr>
<td>Process outgoing mail</td>
<td>604-623</td>
</tr>
<tr>
<td>specialized mail, such as registered, certified or insured mail</td>
<td>209, 615-622, 624</td>
</tr>
<tr>
<td>Maintain mailing lists manually</td>
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DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Type forms</td>
<td>328-329, 338-339</td>
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<tr>
<td>purchase orders</td>
<td>663-666, 671-672</td>
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<td>telegraph messages</td>
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<td>Type letters from longhand or edited rough draft</td>
<td>52, 101, 205-227, 298, 300-301</td>
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<td>Type memos from longhand or edited rough draft</td>
<td>197, 229, 244, 266, 300-302, 342, 385, 426-427, 692</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>175, 237-239, 300, 443</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>234-237, 246, 267, 475-482, 495-496, 518, 542</td>
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<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
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### DUTY AREA: Typewriting Activities (Continued)

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
<td>539, 541, 562, 585</td>
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<tr>
<td>Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft</td>
<td>611, 625</td>
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<td>Type materials for reproduction (reprographics) from longhand or edited rough draft</td>
<td>168-169, 410, 423</td>
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<td>Type statistical reports from longhand or edited rough draft</td>
<td>283-284</td>
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<td>Type graphs from longhand or edited rough draft</td>
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DUTY AREAS INCLUDED

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<tr>
<td>Preparing Court Documents</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
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<td></td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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<tr>
<td>Coordinating and Performing Activities</td>
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<tr>
<td>Filing Materials Manually</td>
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<tr>
<td>Performing Financial Activities</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<td>Performing Clerical Activities</td>
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<tr>
<td>Processing Mail</td>
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<td>Typewriting Activities</td>
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### DUTY AREA: Taking and Transcribing Dictation

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<tbody>
<tr>
<td>Take dictation at typewriter/computer</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
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### DUTY AREA: Performing Financial Activities

<table>
<thead>
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<th>TASK NAME</th>
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<tbody>
<tr>
<td>Prepare business forms using calculator</td>
<td>42</td>
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<tr>
<td>payroll</td>
<td>33, 37</td>
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<tr>
<td>financial statements</td>
<td>73-74</td>
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<tr>
<td>automobile costs</td>
<td>77-78</td>
</tr>
<tr>
<td>casualty insurance losses</td>
<td>71</td>
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<tr>
<td>installment payment schedule</td>
<td>48</td>
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<td>inventory</td>
<td>34, 53, 54, 55, 56</td>
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<td>invoice</td>
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<td>sales order</td>
<td>66-70, 79-84</td>
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<td>sales slips</td>
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<td>stock transaction</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<th>TASK NAME</th>
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<tbody>
<tr>
<td>Key business reports or manuscripts from machine transcription</td>
<td>101-118</td>
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### DUTY AREA: Preparing Medical Records and Insurance Forms

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tr>
<td>Transcribe codings from clinical records</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<th>PAGE NUMBER</th>
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<tbody>
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### DUTY AREA: Typewriting Activities

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<td>Type technical reports from dictation</td>
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</tr>
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<td>Type materials for reproduction (reprographics) from longhand or edited rough draft</td>
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DUTY AREAS INCLUDED

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<thead>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
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<td>X</td>
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<tr>
<td>Preparing Court Documents</td>
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<td>Taking and Transcribing Dictation</td>
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<td>Editing and Correcting Documents, Records and Files</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
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<td>Performing Financial Activities</td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
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<td>Performing Clerical Activities</td>
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<tr>
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<tr>
<td>Typewriting Activities</td>
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### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA:** Taking and Transcribing Dictation

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Transcribe dictation from recorded media</td>
<td>4-7, 25, 38, 50, 60, 72, 82, 96, 108, 120, 130, 140, 150, 169, 168, 178, 186, 196, 208, 212</td>
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**DUTY AREA:** Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors as directed by instructor</td>
<td>as directed by instructor</td>
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**DUTY AREA:** Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Key documents from machine transcription</td>
<td>117, 130-131, 145, 147, 163, 165, 173, 175, 183, 189, 191, 203-205, 208</td>
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<tr>
<td>Key business reports or manuscripts from machine transcription</td>
<td>96, 105, 117, 183</td>
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<td>Key meeting minutes from machine transcription</td>
<td>165</td>
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<tr>
<td>Key agenda from machine transcription</td>
<td>125</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

**TASK NAME** | **PAGE NUMBER**
--- | ---
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper as directed by instructor

### DUTY AREA: Typewriting Activities

**TASK NAME** | **PAGE NUMBER**
--- | ---
Type forms from machine transcription
legal documents | 163, 208-209
requests for quotation | 127
advertisement | 147
agenda | 125
instruction form | 131
fee agreement | 145
minutes | 165
request procedure | 173
Type memos from machine transcription | 33, 47, 53, 89, 91, 123, 153-157, 168-169, 213, 219
Type technical reports from machine transcription | 189, 191, 203-205
### Duty Areas Included

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<td>Performing Financial Activities</td>
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<td>Transcribe dictation from recorded media</td>
<td>5-16, 29-32, 43-45, 57-59, 79-81, 91-93, 105-107, 111-112</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

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<td>159-160, 165-166, 169-170, 173-174, 179-180, 183-184, 186</td>
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REFERENCE:

ISBN 0-538-60009-8


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<td>Transcribe dictation from recorded media</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

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<td>Proofread documents for content, format and typographical errors</td>
<td>2.2, 2.4, 2.5, 2.7, 2.8</td>
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<tr>
<td>Manipulate text</td>
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<tr>
<td>move (rearrange) text</td>
<td>3.5</td>
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<tr>
<td>insert text</td>
<td>2.3, 4.1</td>
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<tr>
<td>delete text, files or records from storage</td>
<td>2.3, 4.1</td>
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<tr>
<td>prepare new document from existing documents</td>
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<tr>
<td>Code materials for filing</td>
<td>all activities</td>
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### Duty Area: Inputting and Storing Documents and Files

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<th>Packet-Job Number</th>
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</thead>
<tbody>
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<td>Key documents from longhand or edited rough draft</td>
<td>1.2, 1.3, 1.4, 1.6, 3.3, 3.6, 5.1</td>
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<td>Maintain computer files</td>
<td>1.1 to 1.6, 2.1 to 2.6, 3.1 to 3.6, 4.1 to 4.5, 5.1, 5.2</td>
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<td>Key correspondence from longhand or edited rough draft from machine transcription</td>
<td>1.1, 2.5, 4.3, 4.5, 5.2</td>
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<td>Key business reports or manuscripts from longhand or edited rough draft</td>
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### Duty Area: Organizing and Planning

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<td>Organize workflow</td>
<td>pages 4, 5</td>
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<td>Prioritize work</td>
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### Duty Area: Printing, Distributing and Receiving Output

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<tbody>
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<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>1.1 to 1.6, 2.1 to 2.6, 3.2 to 3.6, 4.1 to 4.5, 5.1, 5.2</td>
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<td>Print mailing labels or envelopes</td>
<td>1.5, 3.1, 3.4, 4.2, 4.4 to 4.5</td>
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<td>Separate continuous-feed forms or paper</td>
<td>2.1, 2.3, 2.5, 2.6, 3.6</td>
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### DUTY AREA: Performing Clerical Activities

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<tr>
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<tbody>
<tr>
<td>Prepare documents for use by others</td>
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<td>compile worker production log</td>
<td>5.4</td>
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### DUTY AREA: Typewriting Activities

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<th>PACKET-JOB NUMBER</th>
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<tbody>
<tr>
<td>Type letters</td>
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<tr>
<td>from longhand or edited rough draft</td>
<td>4.5</td>
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<tr>
<td>from machine transcription</td>
<td>1.5, 3.1, 3.4</td>
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<td>Type memos</td>
<td></td>
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<tr>
<td>from longhand or edited rough draft</td>
<td>1.1, 2.5, 4.3, 5.2</td>
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<td>from machine transcription</td>
<td>4.4</td>
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<td>Type tables from longhand or edited rough draft</td>
<td>1.6, 2.6, 3.2, 3.6, 5.1</td>
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<td>Type manuscripts from longhand or edited rough draft</td>
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<td>Type statistical reports from longhand or edited rough draft</td>
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DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
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<th>TASK NAME</th>
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<tr>
<td>Proofread documents for content, format and typographical errors</td>
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DUTY AREA: Inputting and Storing Documents and Files

<table>
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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
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<td>Key correspondence from longhand or edited rough draft</td>
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### DUTY AREA: Organizing and Planning

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<tr>
<td>Establish and update procedures and standards</td>
<td>V-X, 208</td>
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<td>establish procedures for use of clerical/administrative services</td>
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### DUTY AREA: Typewriting Activities

<table>
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This publication is a reference manual based upon a word frequency study in business communications. The manual provides spelling and hyphenation information for commonly used business words.
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This publication is a drill book with no application exercises.
DUTY AREAS INCLUDED

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## Duty Areas/Task Lists/Instructional Materials

### DU1A AREA: Editing and Correcting Documents, Records and Files

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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>as directed by instructor</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>move (rearrange) text</td>
<td>176, 177</td>
</tr>
<tr>
<td>insert text</td>
<td>195</td>
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### DU1A AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Key documents</td>
<td>186, 200, 204, 208</td>
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<td>Maintain computer files</td>
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<tr>
<td>store documents on disks</td>
<td>176, 177, 186, 195, 200, 202, 204, 208</td>
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<tr>
<td>Key tabular information</td>
<td>176, 177</td>
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### DU1A AREA: Printing, Distributing and Receiving Output

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<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>176, 177, 186, 195, 200, 202, 204, 208</td>
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<td>Print mailing labels or envelopes</td>
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### Duty Area: Typewriting Activities

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<tr>
<td>Type letters</td>
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<td>Type memos</td>
<td>194, 195</td>
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<tr>
<td>Type tables</td>
<td>171, 174, 176, 177</td>
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<td>Type manuscripts</td>
<td>200, 202, 204</td>
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<tr>
<td>Type labels, such as address labels, file folder labels or file drawer labels</td>
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<td>X</td>
<td></td>
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<td>Taking and Transcribing Dictation</td>
<td></td>
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<td>Editing and Correcting Documents, Records</td>
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<tr>
<td>and Files</td>
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<td>Coordinating and Performing Activities for Employer</td>
<td></td>
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<td>Filing Materials Manually</td>
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<td>Performing Financial Activities</td>
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<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving Output</td>
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<td>Performing Clerical Activities</td>
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### Duty Area: Preparing Client Documents

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<td>Prepare wills</td>
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<td>Prepare contracts</td>
<td>148</td>
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<td>Prepare powers of attorney</td>
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### Duty Area: Preparing Court Documents

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<tbody>
<tr>
<td>Prepare other court documents</td>
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<td>orders</td>
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<td>summons</td>
<td>162, 163</td>
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<td>depositions</td>
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<td>proxy</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

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<tr>
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<td>1-191</td>
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<tr>
<td>Manipulate text</td>
<td></td>
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<tr>
<td>move (rearrange) text</td>
<td>18, 76, 77, 79, 81, 84, 86, 88, 132, 133, 170, 183</td>
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<td>search and replace text</td>
<td>5, 89-93, 177</td>
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<td>insert text</td>
<td>5, 8, 9, 10, 136, 137</td>
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<tr>
<td>delete text, files or records from storage</td>
<td>6-10, 18, 27, 87, 88, 134, 135, 166, 177, 178</td>
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<tr>
<td>insert end-of-line hyphens into text</td>
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<tr>
<td>assemble documents from stored text</td>
<td>88, 96-100, 127, 156-159</td>
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<tr>
<td>prepare new document from existing documents</td>
<td>101, 103, 105, 107, 109, 153, 154, 161</td>
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### Duty Area: Inputting and Storing Documents and Files

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<th>Task Name</th>
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<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>1-15, 17, 19-21, 25-31, 88, 96, 155, 157, 160, 174-177, 191</td>
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<td>Maintain computer files</td>
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<td>store documents on disks</td>
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<td>Key correspondence from longhand or edited rough draft</td>
<td>23-24, 32-52, 55-62, 65, 67, 69, 82, 147, 164, 165, 167</td>
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<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>16, 22, 53-54, 63-64, 71-73, 78, 80, 85, 94, 178, 180, 181, 186</td>
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<td>Key news release from longhand or edited rough draft</td>
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<td>Key tabular information</td>
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### Duty Area: Preparing Medical Records and Insurance Forms

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<tbody>
<tr>
<td>Complete medical forms</td>
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<tr>
<td>medical information, such as history, notes, clinical resumes and reports into medical records</td>
<td>172, 173</td>
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DUTY AREA: Printing, Distributing and Receiving Output

<table>
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<th>PAGE NUMBER</th>
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<td>3-191</td>
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<tr>
<td>Print information according to sort criteria</td>
<td>174, 175, 176</td>
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<td>Print mailing labels or envelopes</td>
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<td>Preparing Court Documents</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
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<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
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<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
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<tr>
<td>Inputting and Storing Documents and Files</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving Output</td>
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<tr>
<td>Processing Mail</td>
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<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

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<th>Task Name</th>
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<tbody>
<tr>
<td>Verify data and correct errors</td>
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### Duty Area: Performing Financial Activities

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<th>Page Numbers</th>
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<tr>
<td>Process forms manually</td>
<td>54, 55, 56, 57, 77</td>
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<tr>
<td>charge slips</td>
<td>102-110, 128-130, 158-167, 168-173, 188-189</td>
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<td>payments</td>
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<td>accounts payable invoices</td>
<td>32, 33, 69, 100, 101, 112-125, 131</td>
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<td>Prepare business forms manually</td>
<td>70, 71, 72, 73</td>
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<tr>
<td>itemized bills, invoices or statements</td>
<td>22, 23</td>
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<tr>
<td>bank deposits</td>
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<td>Prepare business forms using calculator</td>
<td>63, 84, 142-157</td>
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<td>payroll</td>
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<td>financial statements</td>
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<td>Draft budget estimates</td>
<td>174-181, 190</td>
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### Duty Area: Organizing and Planning

<table>
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<th>Task Name</th>
<th>Page Numbers</th>
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<tbody>
<tr>
<td>Develop and analyze reports</td>
<td>174-181</td>
</tr>
<tr>
<td>analyze operating results in relation to</td>
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<tr>
<td>budget</td>
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### Duty Areas Included

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<tr>
<th>Task Description</th>
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<tr>
<td>Preparing Client Documents</td>
<td>X</td>
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<tr>
<td>Preparing Court Documents</td>
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<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
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<td>X</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
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</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
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</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving Output</td>
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<td>Performing Clerical Activities</td>
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<tr>
<td>Processing Mail</td>
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<tr>
<td>Typewriting Activities</td>
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### DUTY AREA: Preparing Client Documents

<table>
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<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Prepare contracts on preprint forms</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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### DUTY AREA: Inputting and Storing Documents and Files

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<td>Key correspondence from longhand or edited rough draft</td>
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<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
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### DUTY AREA: Typewriting Activities

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<tr>
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<td>purchase orders</td>
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<td>requests for quotation</td>
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<td>Type letters from longhand or edited rough draft</td>
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<td>Type memos from longhand or edited rough draft</td>
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<td>Type manuscripts from longhand or edited rough draft</td>
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<td>Type technical reports from longhand or edited rough draft</td>
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<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
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<td>Preparing Court Documents</td>
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<td>Taking and Transcribing Dictation</td>
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<td>Coordinating and Performing Activities for Employer</td>
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<td>Inputting and Storing Documents and Files</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td>Organizing and Planning</td>
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<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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### Duty Areas/Task Lists/Instructional Materials

#### Duty Area: Preparing Client Documents

<table>
<thead>
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<th>Task Name</th>
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<tbody>
<tr>
<td>Prepare bills of sale</td>
<td>7</td>
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<tr>
<td>Prepare leases on preprinted forms</td>
<td>34</td>
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#### Duty Area: Editing and Correcting Documents, Records and Files

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<th>Task Name</th>
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#### Duty Area: Performing Clerical Activities

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<td>Prepare documents for use by others</td>
<td>31</td>
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<td>verify calculations</td>
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DUTY AREA: Typewriting Activities

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<th>TASK NAME</th>
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<td>invoices</td>
<td>27-28</td>
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<td>requests for quotation</td>
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<td>balance sheet forms</td>
<td>13-14</td>
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<tr>
<td>employee history forms</td>
<td>3-4</td>
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<td>office equipment/replacement forms</td>
<td>11-12</td>
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<td>injury report form</td>
<td>15-16</td>
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<td>21-22</td>
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<td>course registration forms</td>
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<td>work request</td>
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<td>employee change of address</td>
<td>38</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<td>Manipulate text</td>
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<td>move (rearrange) text</td>
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<td>search and replace text</td>
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<td>delete text, files or records from storage</td>
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<td>prepare new document from existing documents</td>
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<td>Maintain files</td>
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<tr>
<td>update existing records in files</td>
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<tr>
<td>update data on spreadsheets</td>
<td>103-109, 268-270</td>
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<td>revise stored repetitive material</td>
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<td>update data on graphs and charts</td>
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<td>rename files</td>
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<td>maintain backup files</td>
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<td>delete data from backup files</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<td>into spreadsheet formats</td>
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<td>into graphs and charts</td>
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<td>into database files</td>
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<td>store repetitive material</td>
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<td>create backup files</td>
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<td>store documents on disks</td>
<td>135, 265-267, 315-316, 758-759</td>
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<td>revise spreadsheet formulas</td>
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**DUTY AREA: Printing, Distributing and Receiving Output**

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<td>Print documents or reports with continuous-feed (fanfold or pinfeed)</td>
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**DUTY AREA: Processing Mail**

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<td>Maintain mailing lists</td>
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<td>on computer</td>
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<td>electronically</td>
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Duty Areas/Task Lists/Instructional Materials

REFERENCE:
ISBN 0-538-23660-4

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<td>Filing Materials Manually</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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### DUTY AREA: Inputting and Storing Documents and Files

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<td>create glossary files</td>
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<td>Key business reports or manuscripts from longhand or edited rough draft</td>
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<td>Establish and update procedures and standards establish procedures for use of clerical/administrative services</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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### DUTY AREA: Typewriting Activities

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Duty Areas/Task Lists/Instructional Materials


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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
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<td>Performing Financial Activities</td>
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<td>Inputting and Storing Documents and Files</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving Output</td>
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### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA:** Editing and Correcting Documents, Records and Files

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<th>PAGE NUMBER</th>
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<tbody>
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<td>Proofread documents for content, format and typographical errors</td>
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**DUTY AREA:** Inputting and Storing Documents and Files

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**DUTY AREA:** Printing, Distributing and Receiving Output

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<td>TASK NAME</td>
<td>PAGE NUMBER</td>
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ISBN 0-88294-761-3


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### DUTY AREA: Preparing Client Documents

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<td>Prepare contracts on preprinted forms</td>
<td>51-52</td>
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<td>Prepare promissory notes on preprinted forms</td>
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### DUTY AREA: Performing Financial Activities

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<td>Process forms manually requisitions</td>
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<td>Prepare business forms manually itemized bills, invoices or statements</td>
<td>1-4, 5-8</td>
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<td>shipping memo</td>
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<td>receiving report</td>
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<td>inventory sheet</td>
<td>15-16</td>
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<td>sales checks</td>
<td>16-17</td>
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<td>requests for quotation</td>
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<td>acknowledgments of order</td>
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<td>customs declarations</td>
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<td>forms for payroll</td>
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<td>bank deposits</td>
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<td>Prepare business forms using calculator payroll</td>
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### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Performing Clerical Activities

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#### DUTY AREA: Processing Mail

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<td>Process outgoing mail</td>
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<td>specialized mail, such as registered, certified or insured mail</td>
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#### DUTY AREA: Typewriting Activities

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### Duty Area: Editing and Correcting Documents, Records and Files

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<td>Proofread documents for content, format and typographical errors</td>
<td>12</td>
</tr>
</tbody>
</table>

### Duty Area: Performing Financial Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Job Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare business forms manually</td>
<td>19</td>
</tr>
<tr>
<td>itemized bills, invoices or statements</td>
<td></td>
</tr>
</tbody>
</table>

### Duty Area: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Job Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>9</td>
</tr>
<tr>
<td>Maintain computer files</td>
<td>6, 7, 8, 9, 12, 13, 15</td>
</tr>
<tr>
<td>store documents on disks</td>
<td></td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>7, 12</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>8</td>
</tr>
<tr>
<td>Key news release from longhand or edited rough draft</td>
<td>6</td>
</tr>
<tr>
<td>Key tabular information</td>
<td>10, 13, 15</td>
</tr>
</tbody>
</table>
### Duty Area: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Job Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>8</td>
</tr>
<tr>
<td>Print mailing labels or envelopes</td>
<td>10, 12</td>
</tr>
<tr>
<td>Separate continuous-feed forms or paper</td>
<td>8</td>
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</table>

### Duty Area: Typewriting Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Job Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type forms</td>
<td></td>
</tr>
<tr>
<td>purchase orders</td>
<td>18</td>
</tr>
<tr>
<td>invoices</td>
<td>16</td>
</tr>
<tr>
<td>news releases</td>
<td>6</td>
</tr>
<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>12</td>
</tr>
<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>7</td>
</tr>
<tr>
<td>Type tables from longhand or edited rough draft</td>
<td>9, 10, 13, 15</td>
</tr>
<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
<td>8</td>
</tr>
<tr>
<td>Type labels, such as address labels, file folder labels or file drawer labels from longhand or edited rough draft</td>
<td>10</td>
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</tbody>
</table>
DUTY AREAS INCLUDED

<table>
<thead>
<tr>
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<th>NO</th>
</tr>
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<tr>
<td>Preparing Client Documents</td>
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<td>X</td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td>X</td>
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<tr>
<td>Processing Mail</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
<td></td>
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</tbody>
</table>

REFERENCE:

### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>all activities</td>
</tr>
</tbody>
</table>

#### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key correspondence</td>
<td>3, 7, 11, 15, 19, 23, 27, 31, 35, 39, 43, 47, 51, 55, 59, 63, 67, 71, 75, 79</td>
</tr>
</tbody>
</table>

#### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with single sheet paper</td>
<td>3, 7, 11, 15, 19, 23, 27, 31, 35, 39, 43, 47, 51, 55, 59, 63, 67, 71, 75, 79</td>
</tr>
</tbody>
</table>

#### DUTY AREA: Typewriting Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type letters</td>
<td>3, 7, 15, 19, 35, 39, 43, 47, 51, 59, 63, 67, 79</td>
</tr>
<tr>
<td>Type memos</td>
<td>11, 23, 27, 31, 55, 71, 75</td>
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**REFERENCE:**


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<table>
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<th>DUTY AREAS INCLUDED</th>
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<tr>
<td>Preparing Client Documents</td>
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<td>X</td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
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<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
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<td>X</td>
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<tr>
<td>Processing Mail</td>
<td></td>
<td>X</td>
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<td>Typewriting Activities</td>
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### Duty Area: Taking and Transcribing Dictation

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Take dictation in brief hand</td>
<td>3-148</td>
</tr>
<tr>
<td>Transcribe dictation from brief hand</td>
<td>3-148</td>
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</table>

### Duty Area: Typewriting Activities

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type letters from dictation</td>
<td>15-142</td>
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### Duty Areas Included

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<tr>
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<td>Preparing Client Documents</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records, and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
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<td>X</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>X</td>
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<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving Output</td>
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<td>Performing Clerical Activities</td>
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<td>X</td>
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<tr>
<td>Processing Mail</td>
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<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
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<td>X</td>
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</table>
### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>move (rearrange) text</td>
<td>13</td>
</tr>
<tr>
<td>insert text</td>
<td>13</td>
</tr>
<tr>
<td>prepare new document from existing documents</td>
<td>13, 14-15, 17, 20, 36, 38, 41, 46, 47, 49</td>
</tr>
<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>add new record to files</td>
<td>16, 26, 33, 34, 35</td>
</tr>
<tr>
<td>update existing records in files</td>
<td>24, 30,</td>
</tr>
<tr>
<td>update data on spreadsheets</td>
<td>21-22, 29-35, 40-45, 47</td>
</tr>
</tbody>
</table>

### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Input data</td>
<td></td>
</tr>
<tr>
<td>into spreadsheet formats</td>
<td>15, 17, 20, 21-27, 30, 45</td>
</tr>
<tr>
<td>into database files</td>
<td>18</td>
</tr>
<tr>
<td>Maintain computer files</td>
<td></td>
</tr>
<tr>
<td>store documents on disks</td>
<td>15, 18, 20-27, 32</td>
</tr>
<tr>
<td>revise spreadsheet formulas</td>
<td>14, 20, 41, 47</td>
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</tbody>
</table>

### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed</td>
<td></td>
</tr>
<tr>
<td>(fanfold or pinfeed) or single sheet paper</td>
<td>13-17, 18-27, 29, 30-50</td>
</tr>
<tr>
<td>Print information according to sort criteria</td>
<td>17, 29, 30, 31, 33, 35, 37, 38, 50</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DUTY AREAS INCLUDED</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparing Client Documents</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
<td></td>
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<tr>
<td>Processing Mail</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Typewriting Activities</td>
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</tbody>
</table>
### Duty Area: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents</td>
<td></td>
</tr>
<tr>
<td>verify data and correct errors</td>
<td>3, 12, 13, 14, 15, 41, 48</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>assemble documents from stored text</td>
<td>19, 26, 28</td>
</tr>
<tr>
<td>prepare new document from existing documents</td>
<td>19, 24</td>
</tr>
<tr>
<td>Maintain files</td>
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</tr>
<tr>
<td>update existing records in files</td>
<td>7</td>
</tr>
<tr>
<td>update data on spreadsheets</td>
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### Duty Area: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>7, 26, 41, 48</td>
</tr>
<tr>
<td>Key mailing labels</td>
<td>7</td>
</tr>
<tr>
<td>Input data</td>
<td></td>
</tr>
<tr>
<td>into spreadsheet formats</td>
<td>45</td>
</tr>
<tr>
<td>from source documents</td>
<td>12, 14, 16</td>
</tr>
<tr>
<td>into graphs and charts</td>
<td>3, 22, 23</td>
</tr>
<tr>
<td>into database files</td>
<td>7, 28</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>30</td>
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</tbody>
</table>
**DUTY AREA: Printing, Distributing and Receiving Output**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>7, 22, 23, 28, 34, 41, 45, 48</td>
</tr>
<tr>
<td>Print information according to sort criteria</td>
<td>11, 16, 19</td>
</tr>
<tr>
<td>Monitor electronic bulletin board or electronic mail</td>
<td>36</td>
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</tbody>
</table>

**DUTY AREA: Performing Clerical Activities**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare documents for use by others</td>
<td>3</td>
</tr>
<tr>
<td>verify calculations</td>
<td></td>
</tr>
<tr>
<td>duplicate materials on photocopier</td>
<td>2, 4</td>
</tr>
<tr>
<td>Process telephone calls</td>
<td>52</td>
</tr>
<tr>
<td>outgoing calls</td>
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REFERENCE:

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<th>DUTY AREAS INCLUDED</th>
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<th>NO</th>
</tr>
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<tbody>
<tr>
<td>Preparing Client Documents</td>
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<td>X</td>
</tr>
<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
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<tr>
<td>Filing Materials Manually</td>
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<td>X</td>
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<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
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<td>X</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
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<tr>
<td>Performing Clerical Activities</td>
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<td>X</td>
</tr>
<tr>
<td>Processing Mail</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Typewriting Activities</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
### Duty Area: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and</td>
<td>as directed by instructor</td>
</tr>
<tr>
<td>typographical errors</td>
<td></td>
</tr>
<tr>
<td>Manipulate text</td>
<td>83-140</td>
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<tr>
<td>learn format functions</td>
<td></td>
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</table>

### Duty Area: Inputting and Storing Documents and Files

<table>
<thead>
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<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key correspondence from longhand or edited</td>
<td>101-117, 144</td>
</tr>
<tr>
<td>rough draft</td>
<td></td>
</tr>
<tr>
<td>Key business reports or manuscripts from</td>
<td>118-131, 145</td>
</tr>
<tr>
<td>longhand or edited rough draft</td>
<td></td>
</tr>
<tr>
<td>Key tabular information</td>
<td>132-140, 147-148</td>
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</tbody>
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### Duty Area: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed</td>
<td>as directed by instructor</td>
</tr>
<tr>
<td>(fanfold or pinfeed) or single sheet paper</td>
<td></td>
</tr>
</tbody>
</table>
**DUTY AREA: Typewriting Activities**

<table>
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<tr>
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<td>Type letters from longhand or edited rough draft</td>
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<td>118-131, 145-146</td>
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<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
<td>118-131</td>
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<td>Type outlines from longhand or edited rough draft</td>
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### Duty Areas/Task Lists/Instructional Materials

160. Rosen

#### DUTY AREA: Taking and Transcribing Dictation

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<td>Take dictation in brief hand</td>
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<td>Transcribe dictation from brief hand</td>
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#### DUTY AREA: Typewriting Activities

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<td>Type letters from dictation</td>
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532
DUTY AREA: Editing and Correcting Documents, Records and Files

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### Duty Area: Editing and Correcting Documents, Records and Files

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### Duty Area: Inputting and Storing Documents and Files

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### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA:** Editing and Correcting Documents, Records and Files

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**DUTY AREA:** Inputting and Storing Documents and Files

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<td>Key business reports or manuscripts from longhand or edited rough draft</td>
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<td>Key tabular information</td>
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**DUTY AREA:** Printing, Distributing and Receiving Output

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**DUTY AREA:** Typewriting Activities

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<td>Taking and Transcribing Dictation</td>
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### Duty Area: Preparing Client Documents

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<td>Prepare agreements</td>
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<td>Prepare codicils</td>
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<td>Prepare wills</td>
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<td>Prepare powers of attorney on preprinted forms</td>
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<td>Prepare corporation documents</td>
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<td>articles of incorporation</td>
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### Duty Area: Preparing Court Documents

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<td>Prepare other court documents</td>
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<td>motions and notices</td>
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<td>orders</td>
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DUTY AREA: Editing and Correcting Documents, Records and Files

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<td>Manipulate text</td>
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<td>insert text</td>
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<td>delete text, files or records from storage</td>
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<td>insert end-of-line hyphens into text</td>
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<td>assemble documents from stored text</td>
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<td>prepare new document from existing</td>
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<td>update data on graphs and charts</td>
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<td>maintain backup files</td>
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### Duty Area: Inputting and Storing Documents and Files

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<td>create backup files</td>
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<td>Key agenda from longhand or edited rough draft</td>
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<td>Key news release from longhand or edited rough draft</td>
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### Duty Area: Printing, Distributing and Receiving Output

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**DUTY AREA: Typewriting Activities**

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**DUTY AREA: Taking and Transcribing Dictation**

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**DUTY AREA: Filing Materials Manually**

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**DUTY AREA: Inputting and Storing Documents and Files**

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<td>Type tables from longhand or edited rough draft</td>
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<td>Type special pages for manuscripts (includes cover page, table of contents, bibliography, footnotes) from longhand or edited rough draft</td>
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552
DUTY AREA: Taking and Transcribing Dictation

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This publication is a reference guide to function keys.
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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### DUTY AREA: Inputting and Storing Documents and Files

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### DUTY AREA: Preparing Medical Records and Insurance Forms

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<tr>
<td>Complete medical forms medical information, such as history, notes, clinical resumes and reports into medical records</td>
<td>33, 35, 37, 39, 41-42, 51-53, 59</td>
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<td>commercial insurance claim forms</td>
<td>45-47</td>
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<td>Medicare payment request forms</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

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<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper as directed by instructor</td>
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553
<table>
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<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
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**Duty Areas/Task Lists/Instructional Materials**

**REFERENCE:**

ISBN 0-07-022525-7


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This is an orientation level publication consisting of a computer program which shortens keyboarding time for selected commonly used words and phrases.
Duty Areas/Task Lists/Instructional Materials

REFERENCE:  
ISBN 0-07-022524-9


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<td>Key envelopes</td>
<td>82-84</td>
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### Duty Area: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper as directed by instructor</td>
<td>81-84</td>
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<tr>
<td>Print mailing labels or envelopes</td>
<td>81-84</td>
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### Duty Area: Processing Mail

<table>
<thead>
<tr>
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<tr>
<td>Maintain mailing lists on computer</td>
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**REFERENCE:**


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<tr>
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<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
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<td>Coordinating and Performing Activities for Employer</td>
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<td>Performing Financial Activities</td>
<td>X</td>
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<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
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<tr>
<td>Organizing and Planning</td>
<td></td>
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<td>Printing, Distributing and Receiving Output</td>
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<td>Processing Mail</td>
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<tr>
<td>Typewriting Activities</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<th>TASK NAME</th>
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<tbody>
<tr>
<td>Manipulate text</td>
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<td>move (rearrange) text</td>
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<td>Maintain files</td>
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<td>add new record to files</td>
<td>1, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21</td>
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### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Process forms manually</td>
<td></td>
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<tr>
<td>accounts payable invoices</td>
<td>6, 8</td>
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<tr>
<td>Prepare business forms manually</td>
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<tr>
<td>itemized bills, invoices or statements</td>
<td>19</td>
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<tr>
<td>Reconcile forms</td>
<td></td>
</tr>
<tr>
<td>cash count with payments</td>
<td>1</td>
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<tr>
<td>Process petty cash</td>
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<td>packet 4, interruption 2</td>
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### DUTY AREA: Inputting and Storing Documents and Files

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<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
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<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>1, 4, 5, 6, 7, 8, 9, 10, 12, 13, 15, 17, 18, 21</td>
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<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 12, 16, 20</td>
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<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>13, 14, 15, 17, 19</td>
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### Duty Area: Printing, Distributing and Receiving Output

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<th>Task Name</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
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### Duty Area: Typewriting Activities

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<th>Job Number</th>
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<tbody>
<tr>
<td>Type forms</td>
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<tr>
<td>invoices</td>
<td>9</td>
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<tr>
<td>news releases</td>
<td>1, 10</td>
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<td>membership applications</td>
<td>1, 10</td>
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<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>1, 2, 5, 7, 16, 18, 20</td>
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<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>3, 11, 12</td>
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<tr>
<td>Type technical reports from longhand or edited rough draft</td>
<td>4, 6, 14, 15, 17, 19, 21</td>
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<tr>
<td>Type special pages for manuscripts or reports, such as cover page, table of contents, bibliography, footnotes from longhand or edited rough draft</td>
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DUTY AREAS INCLUDED

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<td>Taking and Transcribing Dictation</td>
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<td>Editing and Correcting Documents, Records and Files</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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### DUTY AREA: Preparing Medical Records and Insurance Forms

**TASK NAME** | **PAGE NUMBER**
--- | ---
Complete medical forms | 1-6, 57-65
- medical information, such as history, notes, clinical resumes and reports into medical records
- commercial insurance claim forms | 17-19, 44-51
- Medicare payment request forms | 13-16
- Medicaid claim forms | 52-56
- worker's compensation claim forms | 20-26
- Blue Shield forms | 7-12
- Blue Cross forms | 41-43
- provider billing forms | 66-71
- patient transfer forms | 72-76
- analysis of hospital service forms | 77-83
- patients' register forms | 88-91
Assist patient in completing registration forms | 27-40, 84-87

---

### DUTY AREA: Printing, Distributing and Receiving Output

**TASK NAME** | **PAGE NUMBER**
--- | ---
Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper | as directed by instructor

---

### DUTY AREA: Typewriting Activities

**TASK NAME** | **PAGE NUMBER**
--- | ---
Type forms | 1-91
REFERENCE:


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<tr>
<td>Typewriting Activities</td>
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</table>
DUTY AREA: Editing and Correcting Documents, Records and Files

TASK NAME

Proofread documents for content, format and typographical errors
Maintain files
  add new record to files
  update existing records in files

PAGE NUMBER

as directed by instructor
5
10

DUTY AREA: Performing Financial Activities

TASK NAME

Process forms using computer
  charge slips
  itemized bills, invoices or statements
  quarterly tax reports
  financial statements

Control inventory using computer
merchandise

Reconcile forms on computer
  cash count with payments
  bank statements

Control petty cash fund using computer

PAGE NUMBER

201, 208
173
179, 181
149, 154
253, 269, 273
32, 36, 41
91, 92, 93
117, 123

DUTY AREA: Inputting and Storing Documents and Files

TASK NAME

Input data
  from source documents

PAGE NUMBER

227-236, 269-273, 289-298, 319-327, 343

571
565
### Duty Areas/Task Lists/Instructional Materials

#### Duty Area: Printing, Distributing and Receiving Output

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<thead>
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<td>(fanfold or pinfeed) or single sheet paper</td>
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<td>Print information according to sort criteria</td>
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#### Duty Area: Performing Clerical Activities

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<td>Compile documents and batch tickets for daily entry</td>
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<td>for Employer</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
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### Duty Areas/Task Lists/Instructional Materials

DUTY AREA: Filing Materials Manually

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<td>Code materials for filing</td>
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<td>Sort materials</td>
<td>1-21</td>
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<td>for alphabetic filing</td>
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<tr>
<td>File materials</td>
<td>1-21</td>
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<tr>
<td>with alphabetic filing system</td>
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<td>Establish filing systems</td>
<td>1-21</td>
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<td>manual system</td>
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<td>and Files</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

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<th>Task Name</th>
<th>Page Numbers</th>
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<td>Manipulate text</td>
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<td>delete text, files or records from storage</td>
<td>20, 56, 92, 129</td>
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<td>assemble documents from stored text</td>
<td>21</td>
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<td>Maintain files</td>
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<td>14, 50, 55, 57, 87, 90, 93, 125, 127, 131</td>
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<tr>
<td>update existing records in files</td>
<td>18, 19, 21, 22, 55, 57, 90, 92, 93, 129, 132, 133</td>
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### Duty Area: Performing Financial Activities

<table>
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<th>Task Name</th>
<th>Page Number</th>
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<tr>
<td>Control inventory using computer equipment</td>
<td>123</td>
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### Duty Area: Inputting and Storing Documents and Files

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<tr>
<td>Input data</td>
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<tr>
<td>into database files</td>
<td>15, 51, 59, 60, 88, 125</td>
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### Duty Area: Printing, Distributing and Receiving Output

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<td>89, 92, 93, 95, 128,</td>
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<td>Print mailing labels or envelopes</td>
<td>19, 55, 57</td>
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<td>Taking and Transcribing Dictation</td>
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<td>Typewriting Activities</td>
<td></td>
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</table>
### Duty Areas/Task Lists/Instructional Materials

**DUTY AREA: Editing and Correcting Documents, Records and Files**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>25</td>
</tr>
<tr>
<td>Verify data and correct errors</td>
<td>75, 77</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>delete text, files or records from storage</td>
<td>83</td>
</tr>
<tr>
<td>process text and data using integrated software</td>
<td>61</td>
</tr>
<tr>
<td>Maintain files</td>
<td></td>
</tr>
<tr>
<td>add new record to files</td>
<td>81</td>
</tr>
<tr>
<td>update existing records in files</td>
<td>38, 85</td>
</tr>
<tr>
<td>maintain backup files</td>
<td>60</td>
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**DUTY AREA: Performing Financial Activities**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Control inventory using computer equipment</td>
<td>91</td>
</tr>
</tbody>
</table>

**DUTY AREA: Inputting and Storing Documents and Files**

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Input data</td>
<td></td>
</tr>
<tr>
<td>from source documents</td>
<td>21</td>
</tr>
<tr>
<td>into database files</td>
<td>75</td>
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<tr>
<td>Maintain computer files</td>
<td></td>
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<tr>
<td>store documents on disks</td>
<td>59</td>
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</tbody>
</table>
### Duty Areas/Task Lists/Instructional Materials

178. Stewart

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**DUTY AREA:** Maintaining Office Equipment

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Determine needs for software</td>
<td>65</td>
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**DUTY AREA:** Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>77, 89, 91</td>
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**REFERENCE:**


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<td>X</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td></td>
<td>X</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
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<tr>
<td>Filing Materials Manually</td>
<td>X</td>
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<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td></td>
<td>X</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
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<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td></td>
<td>X</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Performing Clerical Activities</td>
<td></td>
<td>X</td>
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<td>Processing Mail</td>
<td></td>
<td>X</td>
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<td>Typewriting Activities</td>
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### DUTY AREA: Filing Materials Manually

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Sort materials</td>
<td></td>
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<tr>
<td>for alphabetic filing</td>
<td>11-21, 25-27, 34-39</td>
</tr>
<tr>
<td>for numeric filing</td>
<td>45-47</td>
</tr>
<tr>
<td>for subject filing</td>
<td>41-45</td>
</tr>
<tr>
<td>for geographic filing</td>
<td>48-49</td>
</tr>
<tr>
<td>File materials</td>
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<tr>
<td>with alphabetic filing system</td>
<td>11-21, 25-27, 34-39</td>
</tr>
<tr>
<td>with numeric filing system</td>
<td>45-47</td>
</tr>
<tr>
<td>with subject filing system</td>
<td>41-45</td>
</tr>
<tr>
<td>with geographic filing system</td>
<td>48-49</td>
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<tr>
<td>Establish filing systems</td>
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<td>complete cross-reference sheet</td>
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Duty Areas/Task Lists/Instructional Materials

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<td>Preparing Court Documents</td>
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<tr>
<td>Taking and Transcribing Dictation</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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<td>Coordinating and Performing Activities for Employer</td>
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<td>Filing periodicals Manually</td>
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<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<td>X</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
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<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<td></td>
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<tr>
<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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### Duty Area: Editing and Correcting Documents, Records and Files

<table>
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<tr>
<td>Manipulate text</td>
<td>5-6, 35-36, 63-64</td>
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<td>delete text, files or records from storage</td>
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<td>Maintain files</td>
<td>9-10, 43-44, 65-66</td>
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<tr>
<td>add new record to files</td>
<td></td>
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<tr>
<td>update existing records in files</td>
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### Duty Area: Performing Financial Activities

<table>
<thead>
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<th>Task Name</th>
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<td>Control inventory using computer merchandise</td>
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### Duty Area: Inputting and Storing Documents and Files

<table>
<thead>
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<th>Task Name</th>
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</thead>
<tbody>
<tr>
<td>Input data into database files</td>
<td>3, 7, 9-10, 33, 41-44, 47, 65-66, 67-68, 90-100</td>
</tr>
<tr>
<td>Maintain computer files</td>
<td></td>
</tr>
<tr>
<td>store documents on disks</td>
<td>3, 7, 9-10, 33, 41-44, 47, 65-66, 67-68, 90-100</td>
</tr>
</tbody>
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### Duty Area: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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</thead>
<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>15, 45, 73-74, 101</td>
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<tr>
<td>Print mailing labels or envelopes</td>
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**REFERENCE:**


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**DUTY AREAS INCLUDED**

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<td>Preparing Court Documents</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td>X</td>
<td></td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performing Financial Activities</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Preparing Medical Records and Insurance Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Equipment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Organizing and Planning</td>
<td>X</td>
<td></td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
<td>X</td>
<td></td>
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<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
<td></td>
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<tr>
<td>Processing Mail</td>
<td></td>
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<tr>
<td>Typewriting Activities</td>
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</table>
## Duty Areas/Task Lists/Instructional Materials

### DUTY AREA: Preparing Client Documents

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Prepare leases</td>
<td>20, 29</td>
</tr>
<tr>
<td>on preprinted forms</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>as directed by instructor</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>prepare new document from existing documents</td>
<td>8, 15, 16, 31</td>
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</tbody>
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### DUTY AREA: Filing Materials Manually

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
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<tbody>
<tr>
<td>Sort materials</td>
<td></td>
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<tr>
<td>for alphabetic filing</td>
<td>4</td>
</tr>
<tr>
<td>for numeric filing</td>
<td>35</td>
</tr>
<tr>
<td>File materials</td>
<td></td>
</tr>
<tr>
<td>with alphabetic filing system</td>
<td>4</td>
</tr>
<tr>
<td>with numeric filing system</td>
<td>35</td>
</tr>
<tr>
<td>Retrieve materials</td>
<td></td>
</tr>
<tr>
<td>from files</td>
<td>11, 24, 28, 32</td>
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<tr>
<td>Establish filing systems</td>
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<td>manual system</td>
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### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tr>
<td>Prepare business forms manually</td>
<td>7, 10, 19, 21, 23</td>
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<tr>
<td>itemized bills, invoices or statements, cost of services, purchase orders</td>
<td></td>
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<tr>
<td>Prepare business forms using calculator</td>
<td>19</td>
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<tr>
<td>financial statements</td>
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#### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>JOB NUMBER</th>
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<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>2, 4</td>
</tr>
<tr>
<td>Maintain computer files</td>
<td></td>
</tr>
<tr>
<td>create backup files</td>
<td>as directed by instructor</td>
</tr>
<tr>
<td>store documents on disks</td>
<td>2-5, 8, 9, 12-16, 18, 22,</td>
</tr>
<tr>
<td>25-27, 30, 31, 33-35</td>
<td></td>
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<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>3, 5, 8, 9, 15, 16, 18, 22,</td>
</tr>
<tr>
<td>26, 27, 30, 31, 33</td>
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</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>14</td>
</tr>
<tr>
<td>Key agenda from longhand or edited rough draft</td>
<td>25</td>
</tr>
<tr>
<td>Key news release from longhand or edited rough draft</td>
<td>12</td>
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<tr>
<td>Key tabular information</td>
<td>13, 34, 35</td>
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### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Organizing and Planning

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Organize workflow</td>
<td>1-35</td>
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<tr>
<td>prioritize work</td>
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#### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
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<th>TASK NAME</th>
<th>JOB NUMBER</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>2-5, 8, 9, 12-16, 18, 22, 25-27, 30, 31, 33-35</td>
</tr>
<tr>
<td>Print mailing labels or envelopes</td>
<td>3, 8, 9, 15, 16, 18, 22, 26, 27, 31</td>
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<td>Separate continuous-feed forms or paper</td>
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#### DUTY AREA: Performing Clerical Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Prepare office for daily use</td>
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<td>prioritize work</td>
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<tr>
<td>Prepare documents for use by others</td>
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<tr>
<td>duplicate materials on photocopier</td>
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DUTY AREA: Typing Activities

<table>
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<th>JOB NUMBER</th>
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<tr>
<td>Type forms</td>
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<td>10, 23</td>
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<td>purchase orders</td>
<td>12</td>
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<td>news releases</td>
<td>1, 17, 21</td>
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<tr>
<td>insurance forms</td>
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<tr>
<td>Type letters from longhand or edited rough draft</td>
<td>8, 9, 15, 16, 18, 22, 26, 27, 31</td>
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<td>Type memos from longhand or edited rough draft</td>
<td>5, 30, 33</td>
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<tr>
<td>Type tables from longhand or edited rough draft</td>
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<td>Type manuscripts from longhand or edited rough draft</td>
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<td>Type brochures from longhand or edited rough draft</td>
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<tr>
<td>Type agenda from longhand or edited rough draft</td>
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<tr>
<td>Type information on cards, such as postal cards, index cards, file cards or address-finder cards from longhand or edited rough draft</td>
<td>4, 11, 24, 28, 32</td>
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<td>---------------------------------------------------------</td>
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<tr>
<td>Preparing Client Documents</td>
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<tr>
<td>Preparing Court Documents</td>
<td></td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
</tr>
<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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</tr>
<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<tr>
<td>Filing Materials Manually</td>
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<tr>
<td>Performing Financial Activities</td>
<td>X</td>
</tr>
<tr>
<td>Inputting and Storing Documents and Files</td>
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<tr>
<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<td>Maintaining Office Supplies and Forms</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<tr>
<td>Performing Clerical Activities</td>
<td>X</td>
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<tr>
<td>Processing Mail</td>
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### DUTY AREA: Preparing Client Documents

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<tr>
<th>TASK NAME</th>
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<tr>
<td>Prepare agreements</td>
<td>47-48</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors (SPELL-CHECK)</td>
<td>184-198</td>
</tr>
<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>move (rearrange) text</td>
<td>14, 36-37, 40-41</td>
</tr>
<tr>
<td>search and replace text</td>
<td>48-52, 93</td>
</tr>
<tr>
<td>insert text</td>
<td>31-33, 80-81, 93</td>
</tr>
<tr>
<td>delete text, files or records from storage</td>
<td>20-30</td>
</tr>
<tr>
<td>insert end-of-line hyphens into text</td>
<td>83-89, 109-111</td>
</tr>
<tr>
<td>process text and data using integrated software</td>
<td>346</td>
</tr>
<tr>
<td>assemble documents from stored text</td>
<td>312</td>
</tr>
<tr>
<td>prepare new document from existing documents</td>
<td>327-328, 340-342, 346-347</td>
</tr>
<tr>
<td>Maintain files</td>
<td></td>
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<tr>
<td>revise stored repetitive material</td>
<td>23-26, 56-65, 79-80, 119-128, 134-135, 139-145, 209-212</td>
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<tr>
<td>rename files</td>
<td>105</td>
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<tr>
<td>maintain backup files</td>
<td>103-104</td>
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<tr>
<td>delete data from backup files</td>
<td>104-105, 114, 335</td>
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### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Process forms using computer</td>
<td>256-257</td>
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<tr>
<td>financial statements</td>
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## Duty Areas/Task Lists/Instructional Materials

### Duty Area: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>Task Name</th>
<th>Page Number</th>
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<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>13, 299-294, 336, 340</td>
</tr>
<tr>
<td>Key mailing labels (create envelopes)</td>
<td>175-176, 361</td>
</tr>
<tr>
<td>Initialize disks</td>
<td>3-5</td>
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<tr>
<td>Maintain computer files</td>
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<tr>
<td>store repetitive material</td>
<td>310, 330-333</td>
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<tr>
<td>create backup files</td>
<td>103-104</td>
</tr>
<tr>
<td>update spelling dictionary</td>
<td>188-189</td>
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<tr>
<td>store documents on disks</td>
<td>9-10, 175, 305, 323-324</td>
</tr>
<tr>
<td>Key correspondence from longhand or edited rough draft</td>
<td>131, 179-181, 361</td>
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<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>148, 270-277</td>
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<tr>
<td>Key outlines from longhand or edited rough draft</td>
<td>284-288</td>
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<tr>
<td>Key tabular information</td>
<td>200, 216-234, 240-245</td>
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### Duty Area: Printing, Distributing and Receiving Output

<table>
<thead>
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<th>Task Name</th>
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<tbody>
<tr>
<td>(fanfold or pinfeed) or single sheet paper</td>
<td></td>
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<tr>
<td>Print mailing labels or envelopes</td>
<td>175-176, 361</td>
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### Duty Area: Performing Clerical Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Process mail</td>
<td></td>
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<tr>
<td>maintain mailing list electronically</td>
<td>178-181</td>
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### Duty Area: Processing Mail

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Maintain mailing lists</td>
<td></td>
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<tr>
<td>on computer</td>
<td>176-177</td>
</tr>
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<td>electronically</td>
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**REFERENCE:**


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**DUTY AREAS INCLUDED**

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<tr>
<td>Preparing Court Documents</td>
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<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
<td></td>
<td>X</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
<td></td>
<td>X</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Filing Materials Manually</td>
<td></td>
<td>X</td>
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<tr>
<td>Performing Financial Activities</td>
<td></td>
<td>X</td>
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<td>Inputting and Storing Documents and Files</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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<tr>
<td>Maintaining Office Equipment</td>
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<tr>
<td>Maintaining Office Supplies and Forms</td>
<td></td>
<td>X</td>
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<tr>
<td>Organizing and Planning</td>
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<td>Printing, Distributing and Receiving Output</td>
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<td>Performing Clerical Activities</td>
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<tr>
<td>Processing Mail</td>
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<td>Typewriting Activities</td>
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This publication provides support materials for the workbook *Database*, by Iris Blanc and Elinore Hildebrandt.
### DUTY AREAS INCLUDED

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<td>Preparing Court Documents</td>
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### DUTY AREA: Taking and Transcribing Dictation

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<td>Take dictation</td>
<td>70, 172-175</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<td>Manipulate text</td>
<td></td>
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<tr>
<td>move (rearrange) text</td>
<td>152, 153</td>
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<tr>
<td>search and replace text</td>
<td>150-151</td>
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<tr>
<td>input</td>
<td>121-127</td>
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<tr>
<td>format</td>
<td>127-129</td>
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<tr>
<td>locate</td>
<td>129-131</td>
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<tr>
<td>merge text</td>
<td>158-159</td>
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<tr>
<td>processing documents/formatting</td>
<td>138-151</td>
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<tr>
<td>repetitive and boilerplate</td>
<td>152-158</td>
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<td>Word processing functions</td>
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### Duty Areas/Task Lists/Instructional Materials

#### DUTY AREA: Coordinating and Performing Activities for Employer

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td></td>
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<tr>
<td>make travel arrangements</td>
<td>447-455</td>
</tr>
<tr>
<td>schedule appointment or meetings</td>
<td>458-459</td>
</tr>
<tr>
<td>maintain appointment book</td>
<td>457-458</td>
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<tr>
<td>cancel and reschedule appointments or meetings</td>
<td>458-459</td>
</tr>
<tr>
<td>arrange itineraries</td>
<td>455</td>
</tr>
<tr>
<td>arrange receptions, dinners or banquets</td>
<td>458-459</td>
</tr>
<tr>
<td>Prepare documents</td>
<td></td>
</tr>
<tr>
<td>minutes of meetings</td>
<td>459</td>
</tr>
<tr>
<td>Make arrangements for employer</td>
<td></td>
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<tr>
<td>for meetings</td>
<td>456-466</td>
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<tr>
<td>Deal with irate phone calls</td>
<td>286-288</td>
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#### DUTY AREA: Filing Materials Manually

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Code materials for filing</td>
<td>388-391</td>
</tr>
<tr>
<td>Sort materials</td>
<td></td>
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<tr>
<td>for alphabetic filing</td>
<td>389</td>
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<tr>
<td>for numeric filing</td>
<td>390</td>
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<tr>
<td>for geographic filing</td>
<td>389</td>
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<tr>
<td>for tickler filing</td>
<td>479-481</td>
</tr>
<tr>
<td>for chronological filing</td>
<td>390-391</td>
</tr>
<tr>
<td>File materials</td>
<td></td>
</tr>
<tr>
<td>on microfilm or microfiche</td>
<td>392-398</td>
</tr>
<tr>
<td>Retrieve materials</td>
<td></td>
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<tr>
<td>stored on microfilm or microfiche</td>
<td>396-398</td>
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<tr>
<td>Establish filing systems</td>
<td></td>
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<td>for magnetic media</td>
<td>204, 230-235</td>
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<tr>
<td>Update and revise filing systems</td>
<td></td>
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<tr>
<td>update cross-referencing system and file index system</td>
<td>380-387</td>
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DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Key documents from longhand or edited rough draft</td>
<td>170-172</td>
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<tr>
<td>Input data</td>
<td>63-64, 122-127, 254-255, 413</td>
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<td>into database files</td>
<td>229-230, 328, 444-446</td>
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<tr>
<td>Maintain computer files</td>
<td>227-229, 385-388, 479-481</td>
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<tr>
<td>(store repetitive material, create backup files, create glossary files, update spelling dictionary, store documents on disks, revise spreadsheet formulas)</td>
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<tr>
<td>Document processing</td>
<td>139-151</td>
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<tr>
<td>Document productivity</td>
<td>168-185</td>
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<tr>
<td>Document quality</td>
<td>185-196</td>
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<tr>
<td>Document converted to microfilm</td>
<td>394-398</td>
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<tr>
<td>Key meeting minutes from longhand or edited rough draft</td>
<td>459</td>
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DUTY AREA: Maintaining Office Equipment

<table>
<thead>
<tr>
<th>TASK NAME</th>
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<tbody>
<tr>
<td>Determine needs for software</td>
<td>45-53, 70-78, 86-107, 202-222, 241-377, 548, 565</td>
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DUTY AREA: Maintaining Office Supplies and Forms

<table>
<thead>
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<th>TASK NAME</th>
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<tr>
<td>Maintain office supplies</td>
<td>412-422</td>
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### DUTY AREA: Organizing and Planning

<table>
<thead>
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<tbody>
<tr>
<td>Organize workflow</td>
<td>1-38, 43-46, 231, 440-442, 472-525</td>
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<tr>
<td>plan office layout and workflow</td>
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<tr>
<td>establish system to prioritize work</td>
<td>473-483</td>
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<tr>
<td>prioritize work</td>
<td>253, 457-458, 463</td>
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<tr>
<td>schedule custodial and maintenance services</td>
<td>27-28</td>
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<tr>
<td>establish system for logging work in and out</td>
<td>479</td>
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<tr>
<td>Maintain efficient, pleasant work environment in reception room</td>
<td>498-517</td>
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<td>465-470</td>
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<tr>
<td>Establish and update procedures and standards</td>
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<td>establish procedures for use of clerical/administrative services</td>
<td>235-238, 385-386</td>
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<td>Develop and analyze reports</td>
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<td>develop clerical/administrative services operating budget</td>
<td>47-56</td>
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<tr>
<td>prepare statistical reports on clerical/administrative services productivity</td>
<td>53-56</td>
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### DUTY AREA: Printing, Distributing and Receiving Output

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Print documents or reports with continuous-feed (fanfold or pinfeed) or single sheet paper</td>
<td>351-375</td>
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<tr>
<td>Receive data via modem</td>
<td>95-96, 293-312</td>
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<tr>
<td>data capture devices</td>
<td>209-211</td>
</tr>
<tr>
<td>Transmit data</td>
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<tr>
<td>via electronic bulletin board or electronic mail</td>
<td>308, 559</td>
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<tr>
<td>via modem</td>
<td>95-96, 293-312</td>
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<td>Copiers (reprographics)</td>
<td>77, 343-350</td>
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**DUTY AREA: Performing Clerical Activities**

<table>
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<tr>
<td>Prepare documents for use by others</td>
<td>342-387</td>
</tr>
<tr>
<td>duplicate materials on photocopier</td>
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</tr>
<tr>
<td>Process telephone calls</td>
<td>266-268, 274-275</td>
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<td>incoming calls</td>
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<tr>
<td>Process mail</td>
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<td>incoming</td>
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<tr>
<td>outgoing</td>
<td>329-334</td>
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<tr>
<td>maintain mailing list electronically</td>
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<td>voice mail</td>
<td>275-280</td>
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<tr>
<td>Prepare bulletin board display</td>
<td>308</td>
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**DUTY AREA: Processing Mail**

<table>
<thead>
<tr>
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<tr>
<td>Process outgoing mail</td>
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<td>packages for shipping</td>
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<td>Process bulk mail</td>
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<td>Process electronic mail</td>
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**DUTY AREA: Typewriting Activities**

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<td>Type forms</td>
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<td>purchase requisitions</td>
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<td>purchase orders</td>
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<td>resumes</td>
<td>535-541</td>
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<td>application letters</td>
<td>535-536</td>
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<td>Type tables from longhand or edited rough draft</td>
<td>147-148</td>
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<td>Type special pages for manuscripts or reports</td>
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**REFERENCE:**


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<td>Preparing Client Documents</td>
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<tr>
<td>Preparing Court Documents</td>
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<td>X</td>
</tr>
<tr>
<td>Taking and Transcribing Dictation</td>
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<tr>
<td>Editing and Correcting Documents, Records and Files</td>
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<tr>
<td>Coordinating and Performing Activities for Employer</td>
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<tr>
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<td>Preparing Medical Records and Insurance Forms</td>
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<td>Printing, Distributing and Receiving Output</td>
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<td>Performing Clerical Activities</td>
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<td>Processing Mail</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
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<td>34, 36-37, 58, 60, 62, 66, 92-95, 98, 112, 137-138, 142, 146-148, 170, 174, 182</td>
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<tr>
<td>Verify data and correct errors</td>
<td>38, 42, 61</td>
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<tr>
<td>Manipulate text</td>
<td></td>
</tr>
<tr>
<td>search and replace text</td>
<td>99</td>
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<tr>
<td>assemble documents from stored text</td>
<td>62, 66, 94, 113, 118, 142, 178</td>
</tr>
<tr>
<td>prepare new document from existing documents</td>
<td>39</td>
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</tbody>
</table>

### DUTY AREA: Inputting and Storing Documents and Files

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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</thead>
<tbody>
<tr>
<td>Maintain computer files</td>
<td>62, 66, 95, 113, 118, 140, 142, 178</td>
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<tr>
<td>store repetitive material</td>
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<td>Key correspondence from longhand or edited rough draft</td>
<td>34, 36-39, 42, 58-61, 66, 67, 109, 112, 137, 138, 146, 148</td>
</tr>
<tr>
<td>Key business reports or manuscripts from longhand or edited rough draft</td>
<td>22, 90, 92, 95, 98, 170, 174, 182</td>
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<td>Print documents or reports with continuous-feed (fanfold or p'ntfeed) or single sheet paper</td>
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Duty Areas/Task Lists/Instructional Materials

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This publication provides support materials for the text *Spreadsheets: Applications and exercises*, by Iris Blanc and Cathy Vento.
### Duty Areas Included

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### Duty Areas/Task Lists/Instructional Materials

#### Duty Area: Taking and Transcribing Dictation

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<td>Transcribe dictation from recorded media</td>
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#### Duty Area: Inputting and Storing Documents and Files

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<td>Key correspondence from machine transcription</td>
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#### Duty Area: Typewriting Activities

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<tr>
<td>Type letters from machine transcription</td>
<td>8-10, 12-70 (cassettes 1A - 16B on pages 12-70 include 170 letters and memos; correct transcript is included)</td>
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<tr>
<td>Type memos from machine transcription</td>
<td>23, 42, 49, 58, 63, 65, 66-68, 201, 203-207 (correct transcript is included)</td>
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## Duty Areas Included

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### Duty Area: Preparing Court Documents

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<td>Prepare answers</td>
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<td>answers</td>
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<tr>
<td>counterclaims</td>
<td>174</td>
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<td>cross-claims</td>
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### Duty Area: Coordinating and Performing Activities for Employer

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<thead>
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<tbody>
<tr>
<td>Schedule appointments and meetings</td>
<td>37-51, 52-63</td>
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<tr>
<td>Make arrangements for employer</td>
<td>68-89</td>
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<tr>
<td>Make notes on employer's mail</td>
<td>195-211, 209</td>
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<td>Call telephone repair service</td>
<td>177-194, 192</td>
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<td>Page employees</td>
<td>189-191, 192</td>
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<tr>
<td>Deal with irate phone calls</td>
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### Duty Area: Maintaining Office Equipment

<table>
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<td>Report malfunctions</td>
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<td>place service calls for office equipment</td>
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### Duty Areas/Task Lists/Instructional Materials

#### Duty Area: Organizing and Planning

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<td>Organize workflow</td>
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<tr>
<td>establish system to prioritize work</td>
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<td>prioritize work</td>
<td>64-76</td>
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<td>Maintain efficient, pleasant work environment</td>
<td>77-93</td>
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<td>in working environment</td>
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<td>Maintain positive public relations</td>
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<td>expedite charitable and civic contributions</td>
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#### Duty Area: Performing Clerical Activities

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<td>Process telephone calls</td>
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<td>incoming calls</td>
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<td>outgoing calls</td>
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<td>Performing Financial Activities</td>
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<td>Preparing Medical Records and Insurance Forms</td>
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### DUTY AREA: Preparing Client Documents

**Task Name** | **Page Number**
---|---
Prepare promissory notes on preprinted forms | 29-30

### DUTY AREA: Performing Financial Activities

**Task Name** | **Page Number**
---|---
Process forms manually | 10, 25, 26
- payments | 13, 14, 15
- requests for quotation | 13, 16, 17
- purchase orders | 13, 16, 17
Prepare business forms manually | 11, 12, 18, 19
- itemized bills, invoices or statements | 27, 28
- bank deposits | 8, 9
- sales order | 22
- credit memo | 31, 32
- bills of lading | 33
- receiving report | 34
- returned goods report | 38
- purchase requisition | 35-37
- inventory sheet | 23, 24
- monthly statements to customers | 39-43

### DUTY AREA: Inputting and Storing Documents and Files

**Task Name** | **Page Number**
---|---
Key tabular information | 6, 7, 9, 11, 12, 14, 15, 16, 17, 19-28, 31-43
### Duty Area: Printing, Distributing and Receiving Output

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<td>Purchase department</td>
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<td>Retail sales</td>
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<td>Payroll records</td>
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<td>Shipping</td>
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### DUTY AREA: Preparing Client Documents

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### DUTY AREA: Taking and Transcribing Dictation

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<td>Take dictation</td>
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<td>Transcribe dictation</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<td>verify data and correct errors</td>
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<td>Manipulate text</td>
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<td>prepare new document from existing documents</td>
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### DUTY AREA: Coordinating and Performing Activities for Employer

<table>
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<td>Schedule appointments and meetings</td>
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<td>make travel arrangements</td>
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<td>schedule appointments or meetings</td>
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<td>maintain appointment book</td>
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<td>cancel and reschedule appointments or meetings</td>
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<td>arrange itineraries</td>
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<td>Prepare documents</td>
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<td>travel expense vouchers</td>
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### DUTY AREA: Filing Materials Manually

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<td>Code materials for filing</td>
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<td>Sort materials for alphabetic filing</td>
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<td>for numeric filing</td>
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### DUTY AREA: Performing Financial Activities

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<td>Prepare business forms manually</td>
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<td>itemized bills, invoices or statements</td>
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<td>Prepare business forms using calculator</td>
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<td>financial statements</td>
<td>137, 138</td>
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<td>Control petty cash fund</td>
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### Duty Area: Inputting and Storing Documents and Files

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<td>Maintain computer files store documents on disks</td>
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<td>Key business reports or manuscripts from longhand or edited rough draft</td>
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### Duty Area: Organizing and Planning

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<td>Organize workflow</td>
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<td>Prioritize work</td>
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### Duty Area: Printing, Distributing and Receiving Output

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<th>Task Name</th>
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<td>Print documents or reports with continuous-feed</td>
<td>61, 26, 65, 66, 67, 83, 99, 100, 121, 126, 252</td>
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<td>(fanfold or pinfeed) or single sheet paper</td>
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<td>Print mailing labels or envelopes</td>
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<td>Separate continuous-feed forms or paper</td>
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## Duty Area: Performing Clerical Activities

<table>
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<td>Process telephone calls</td>
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<td>incoming calls</td>
<td>229, 230</td>
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<td>outgoing calls</td>
<td>231</td>
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<tr>
<td>Process mail</td>
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<tr>
<td>incoming</td>
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<td>outgoing</td>
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## Duty Area: Processing Mail

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<tr>
<td>Process incoming mail</td>
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<td>forward mail</td>
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<tr>
<td>Process outgoing mail</td>
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<tr>
<td>specialized mail, such as registered, certified or insured mail</td>
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DUTY AREA: Typewriting Activities

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<tr>
<td>Type forms</td>
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<tr>
<td>legal documents</td>
<td>123-125</td>
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<tr>
<td>purchase orders</td>
<td>137</td>
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<tr>
<td>invoices</td>
<td>138</td>
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<tr>
<td>Type letters</td>
<td></td>
</tr>
<tr>
<td>from longhand or edited rough draft</td>
<td>61, 66, 67, 83, 253</td>
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<tr>
<td>from machine transcription</td>
<td>100</td>
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<tr>
<td>from citation</td>
<td>99</td>
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<tr>
<td>Type memos from longhand or edited rough draft</td>
<td>62, 65</td>
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<tr>
<td>Type tables from longhand or edited rough draft</td>
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<tr>
<td>Type manuscripts from longhand or edited rough draft</td>
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<tr>
<td>Type labels, such as address labels, file folder labels or file drawer labels</td>
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REFERENCE:  


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<tr>
<td>Organizing and Planning</td>
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<tr>
<td>Printing, Distributing and Receiving Output</td>
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<td>Performing Clerical Activities</td>
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### DUTY AREA: Editing and Correcting Documents, Records and Files

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<tbody>
<tr>
<td>Proofread documents for content, format and typographical errors</td>
<td>as directed by instructor</td>
</tr>
<tr>
<td>Verify data and correct errors</td>
<td>12, 15, 16, 19, 21, 25, 26, 27, 30, 31, 32</td>
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### DUTY AREA: Filing Materials Manually

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<th>TASK NAME</th>
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<tbody>
<tr>
<td>Establish filing systems</td>
<td>2 file folders for the packet 23 (for the packet)</td>
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<tr>
<td>manual system</td>
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<td>record retention policies</td>
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### DUTY AREA: Performing Financial Activities

<table>
<thead>
<tr>
<th>TASK NAME</th>
<th>PAGE NUMBER</th>
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<tbody>
<tr>
<td>Process forms manually</td>
<td>11, 12, 13, 15, 16, 17, 18, 19, 20, 21, 25, 26, 27, 30, 31</td>
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<tr>
<td>write checks for payment</td>
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<tr>
<td>Prepare business forms manually</td>
<td>5-6, 13, 14, 18, 26</td>
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<tr>
<td>bank deposits</td>
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<tr>
<td>Reconcile forms</td>
<td>22</td>
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<td>bank statements</td>
<td></td>
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<tr>
<td>Process journal entries manually</td>
<td>11-33</td>
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<tr>
<td>make entries to record income and expenses</td>
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### DUTY AREA: Performing Clerical Activities

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<tr>
<td>Prepare documents for use by others</td>
<td>12, 15, 16, 19, 21, 25, 26,</td>
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<td>verify calculations</td>
<td>27, 30, 31, 32</td>
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REFERENCE: ISBN 0-574-20115.7


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This is an orientation level publication which assumes no prior experience with computers or graphic arts. The material is helpful for teachers of desktop publishing with Macintosh and IBM/compatible computers.
Duty Areas/Task Lists/Instructional Materials


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**DUTY AREA:** Taking and Transcribing Dictation

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### Duty Areas/Task Lists/Instructional Materials

**REFERENCE:** ISBN 0-07-073664-2


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### Duty Area: "King and Transcribing Dictation"

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This is a first semester shorthand book. Lessons 1-40 are theory development with "reading and writing" practice.
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**DUTY AREA:** Taking and Transcribing Dictation

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