



Classification: Clerk Typist I (Special Services)

Title Code: V00031

Pay Range: 7

POSITION SUMMARY: This position is entry-level typing and clerical work, which provides clerical support within the Division of Drug and Crime Control. Work is performed independently within the framework of rules and procedures; however, deviations from established procedures are cleared with the supervisor. Detailed instructions are given at the beginning of work on subsequent new assignments. An employee in this class is closely supervised.

DESCRIPTION OF DUTIES PERFORMED: (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Answers incoming phone calls to the division, determines nature of business, directs individuals to proper office, and gives routine information; answers incoming calls and makes connection to person or division requested; answers routine nontechnical questions and refers other inquiries to proper person, division, or agency; takes messages for employees and visitors on a limited basis.

Learns guidelines, requirements, and restrictions of Special Criminal Investigation; learns to review and edit content and perform appropriate dissemination to Prosecutor's Office's and Law Enforcement Agency's.

Learns to develop and maintain various databases and spreadsheets as necessary, to include compiling statistical data and information for monthly and annual reports, as well as establishing and maintaining complex files, both hard copy and electronic.

Facilitates travel and transportation arrangements for division employees who must travel for training, investigations, or other patrol related business (i.e. airlines, lodging, rental vehicle, out-of-state travel authorization).

Learns to process, compile, and generate various forms of correspondence, records, reports, requests for training, out of state travel authorizations, arrest/incident/investigation reports, transcription of taped interviews, patrol car accident reports, expense reports, etc.); provides administrative support to division assistant directors by processing correspondence, taking and transcribing division meeting minutes, etc.

Learns to compile, verify, and enter time and leave records on all employees within the division SAM II system, to include auditing and maintaining statistical data for time and leave on all employees within the division.

Learns to serve as the division's worker's compensation representative, to include processing worker's compensation claims; checking forms for accuracy and completeness; as well as maintaining division worker's compensation files.

Archives records, both hard copy and computer, as outlined by division policies and procedures.

Maintains security for the building by monitoring all who enter and leave the building via the main entrance; issues visitor passes and maintains visitor log.

Responsible for acquiring and monitoring all supplies for the efficient operation of the division at GHQ and within each troop unit.

Assists in processing and ensuring special investigation reports and all related correspondence contain proper English, grammar, spelling, and punctuation; maintains statistical summaries and files.

Provides assistance to other Division units with special work projects when current work demands will allow.

Files correspondence and reports numerically, alphabetically, and/or by subject, as well as transports, files, and purges records, documents, etc.

Processes division incoming and outgoing mail.

Makes division distribution on all materials, correspondence, reports, etc., and maintains the distribution list.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Knowledge of business English, spelling, grammar, punctuation, and arithmetic.

Knowledge of modern office procedures, practices, and equipment.

Ability to learn Missouri's Sunshine Laws and departmental regulations governing the dissemination of criminal history records information.

Ability to maintain moderately complex clerical records and to prepare reports from such records.

Ability to learn and become proficient with the Patrol's various software programs (i.e., AS400, CJ02, MULES, NCIC, DOR, etc.).

Ability to make minor decisions in accordance with laws and regulations and apply these to work problems.

Ability to maintain complex records and files.

Ability to work independently and exercise initiative, with general supervision.

Ability to acquire and maintain MULES certification.

Ability to expedite a voluminous flow of detailed work, to work under pressure, and to meet deadlines.

Ability to alphabetize, transport, file, and purge records/documents.

Ability to proofread and edit correspondence, documents, reports, and computer entries.

Possess the skill to type at a rate of 40 words per minute with ten (10) errors or less.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual and/or graphic nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED: (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Possession of a high school diploma or equivalent.

Possess the skill to type at a rate of 40 words per minute with ten (10) errors or less.

NECESSARY SPECIAL REQUIREMENTS: May be required to be able to obtain and maintain MULES certification within six months of appointment.

FLSA STATUS: Non-Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.