



Classification: Clerk IV (MIAC)

Title Code: V00008

Pay Range: 15

POSITION SUMMARY: An employee in this position provides administrative and secretarial support, to include various clerical duties requiring knowledge of office routine and an understanding of departmental procedures. The primary purpose of this position is to provide administrative support to division personnel to ensure operational procedures are maintained. The employee is expected to exercise judgment and initiative in the performance of assigned duties; however, general supervision is provided by the division director.

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.):

Organizes and maintains intelligence or criminal-related documents for historical reference and reach-back capability.

Identifies and resolves various issues that affect the orderly flow of work of the division, and determines when new procedures are needed.

Develops and maintains internal reports and other division files; as well as compiles records and reports as necessary in appropriate spreadsheets and/or databases.

Provides administrative and secretarial support for the division, with recognition given to the division director's and assistant division directors' priorities.

Composes or drafts documents involving division correspondence, reports, and forms; reviews all division correspondence for typographical accuracy, proper format, internal consistency, and conformance with department procedures.

Makes travel and/or lodging arrangements for conferences, meetings, and training events for the division.

Enters and reconciles timekeeping records.

Screens telephone calls, visitors, and incoming correspondence for the director, as well as opens and distributes mail to proper destinations.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Considerable knowledge of business English, spelling, and arithmetic.

Considerable knowledge of modern office practices, procedures, and equipment.

Considerable knowledge of the methods and equipment used in data entry for computer utilization.

Considerable knowledge of the application and interpretation of departmental policies and procedures.

Ability to receive, organize, categorize, and disseminate information.

Ability to learn assigned clerical tasks within a reasonable time, to adhere to prescribed routines, and to develop some skill in the operation of office appliances.

Ability to maintain complex clerical records and files.

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

Ability to prepare reports from varied statistical information.

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 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 and possess at least five years clerical experience with the Patrol (two years of this experience must be at Clerk Typist III, Stenographer III, or higher) or possess at least seven years experience as a Secretary, Office Manager, or responsible clerical work.

Completion of a typing test.

NECESSARY SPECIAL REQUIREMENTS: Must pass a comprehensive background check necessary to have access to criminal intelligence and other information in the Missouri State Highway Patrol.

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.