



**Classification:** Clerk IV (CJIS Division)

**Title Code:** V00008

**Pay Range:** 15

**POSITION SUMMARY:** This position is responsible for performing advanced administrative and clerical work within the Criminal Justice Information Services (CJIS) Division. In addition to receptionist duties, work includes composing divisional correspondence, processing personnel paperwork, performing data entry, scanning and indexing documents, answering and routing phone calls, ordering and maintaining division supplies, etc. The employee is expected to exercise judgment and initiative in the performance of assigned duties; however, general supervision is provided.

**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.):

Recognizes division priorities and provides administrative and secretarial support; schedules and makes arrangements for meetings, conferences, and appointments.

Screens visitors, incoming correspondence, and telephone calls; transfers calls as appropriate; answers complaint calls, calls on regulations, and calls on division compliance.

Composes documents involving division correspondence, reports, and forms; reviews division correspondence for typographical accuracy, proper format, internal consistency, and conformance with department procedures; copies, forwards, and files a variety of documents.

Identifies and resolves various problems that affect the flow of work of the division; determines when new procedures are needed, and devises and implements alternative methods.

Collects, opens, reviews, sorts, and distributes hard copy and electronic mail; distributes computer printouts and electronic output to appropriate division personnel.

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

Serves as the division's timekeeper for Time Reporting System responsibilities.

Manages supplies in storage areas and prepares requisition forms for supplies.

Disseminates changes in policy and procedure to division personnel.

Performs other related work 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 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 prioritize and organize work effectively and handle multiple projects simultaneously with varying demands and deadlines.

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 deal effectively and provide assistance to others, in person and over the telephone.

Ability to prepare and package materials and arrange for shipping.

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 independently.

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 five years of relevant experience.

Completion of typing test.

**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.