



Classification: PRD Program Supervisor (Non-Patrol Accident Records)
Title Code: V00680
Pay Range: 26

POSITION SUMMARY:

This is a highly responsible supervisory, technical and quality control position in the Non-Patrol Accident Records Section of the Patrol Records Division. The employee in this position ensures processing of all motor vehicle crash reports completed by Non-Patrol law enforcement officers, conducts quality control on documents submitted and data entered or downloaded into the Statewide Traffic Accident Records System (STARS) and disseminates STARS data/records in compliance with state and federal laws and Patrol policies. The employee is responsible for providing assistance to local law enforcement personnel on complex issues relating to traffic accident reporting, classification, and STARS Accident Report/Classification Training sessions. The employee works closely with the Criminal Justice Information Services Division of the Patrol and computer consultants supporting STARS and tests various changes or enhancements to the system before being placed into production. The employee also supervises personnel assigned to the Non-Patrol Accident Records Section. Work is subject to general review and supervision by the assistant director and/or division director for conformance with policies and procedures.

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.)

Assists upper management with the development and implementation of effective work plans for the non-Patrol Accident Records section and management of STARS, updates work flow procedures as needed; coordinates and monitors subordinates' work flow and job performance to ensure compliance with State law and Patrol policies and procedures; provides technical assistance to subordinates; approves/disapproves leave, processes time records, provides counseling and feedback, and conducts performance evaluations.

Reviews daily and quarterly quality control reports to ensure accuracy of STARS data; makes corrections as needed.

Serves as liaison between the Patrol and non-Patrol law enforcement personnel as well as crash report software vendors regarding questions/inquiries on proper classification of motor vehicle accidents, completion of the Missouri Uniform Crash Report, quality control of crash reports, and review/approval of proposed computer generated (electronic) crash reports and STARS validation edits.

Serves as a liaison between the Patrol Records Division, Criminal Justice Information Services Division, and Missouri Department of Transportation (MoDOT) to assist computer consultants and IT personnel supporting the STARS/Transportation Management System (TMS) with system updates and troubleshooting; test new enhancements/revisions to STARS/TMS; and prepare and submit requests to MoDOT for Patrol employee access to STARS/TMS. Reports and troubleshoots problems with the Patrol Records Division's document imaging scanners.

Oversees the scanning and indexing of crash reports from local law enforcement agencies into STARS.

Assists division assistant director in preparing training documents and conducting the annual STARS Accident Report/Classification training.

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Serves as an assistant Custodian of Records in absence of the director and assistant director by appearing in court when subpoenaed, processing requests for records, certifying traffic records as official copies of records kept as part of normal MSHP business, and controlling access to closed records.

Attends internal and external meetings regarding STARS/TMS.

Coordinates and supervises overtime projects within the Non-Patrol Accident Records Section as needed; prepares monthly statistical summary reports on overtime activities within the Patrol Records Division.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of the National Safety Council's ANSI D.16 Manual Classification of Motor Vehicle Traffic Accidents.

Thorough knowledge of the STARS encoding requirements and quality control measures, various STARS-related codes, and the flow of crash reports/data to STARS, scanning documents into the STARS, and STARS validation edits.

Thorough knowledge of the Missouri Uniform Crash Report Preparation Manual.

Thorough knowledge of the job duties of personnel assigned to the Non-Patrol Accident Records Section.

Thorough knowledge of State laws and Patrol policies and procedures relating to motor vehicle crash reporting.

Thorough knowledge of state and federal laws and Patrol policies relating to the release of STARS data and crash reports.

Knowledge of motor vehicle crash statistical information used in various Patrol publications and special reports.

Knowledge of business English, spelling, and arithmetic.

Knowledge of various forms of computer software (Excel, Outlook, Word, etc.).

Working knowledge of the Department of Revenue vehicle and driver record systems.

Working knowledge of systems to utilize to complete assignments.

Working knowledge of the Missouri Uniform Law Enforcement System (MULES).

Knowledge of effective practices and principles of supervision.

Knowledge of modern office procedures and practices.

Ability to compile and interpret statistical data for development of publications and reports.

Ability to complete quality control on data received and entered into databases.

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Ability to work independently, exercise judgment and discretion, and make decisions in accordance with laws, policies and regulations.

Ability to establish and maintain records and files (electronic and hardcopy).

Ability to assist with the creation and modification of work flow procedures to ensure the Non-Patrol Accident Records Section operates efficiently and effectively.

Ability to demonstrate work techniques in the training of other employees.

Ability to plan, delegate and supervise the work of employees assigned to the Non-Patrol Accident Records Section.

Ability to multi-task and prioritize assignments.

Ability to work under pressure in order to produce a volume of work necessary to meet deadlines.

Ability to follow and understand oral and written instruction.

Ability to calculate figures.

Ability to travel to conduct Patrol business as needed.

Ability to type 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 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.)

Possess a four-year degree with an emphasis in Criminal Justice, Statistics, Business Administration, or related field, and two consecutive years within the Missouri State Highway Patrol's Patrol Records Division as a PRD Technician III within the Accident Records Sections OR 6 years experience in a related field with personnel supervisory/management job duties. Individuals with law enforcement experience may be given preference.

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

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NECESSARY SPECIAL REQUIREMENTS:

Must currently be MULES certified or be able to obtain and maintain MULES certification within six months of hire date.

Successful completion of the Patrol's Supervision School and other management related courses within 12 months of appointment or as soon as scheduling will allow.

FLSA STATUS: Partial-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.