



Classification: PRD Program Supervisor (Patrol Accident Records)

Title Code: V00680

Pay Range: 26

POSITION SUMMARY:

This is a highly responsible supervisory, technical and quality control position in the Patrol Accident Records Section of the Patrol Records Division. The employee in this position ensures processing of all crash reports (motor vehicle and boating) completed by Patrol members and conducts quality control on documents submitted and data entered or downloaded into the Statewide Traffic Accident Records System (STARS) as well as the U.S. Coast Guard's Boating Accident Report Database (BARD). The employee ensures the section personnel are processing requests/fee payments for Patrol motor vehicle and boating crash reports, statistics, and data within prescribed state and federal laws and Patrol policy. The employee also oversees section personnel providing assistance to troop personnel on complex issues pertaining to motor vehicle and boating crash reporting and classification. The employee supervises personnel assigned to the 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 Patrol Accident Records section and management of the STARS, BARD and crash report request tracking systems, updates work flow procedures as needed; coordinates and monitors subordinates' work flow and job performance to ensure compliance with Patrol policies and procedures; provides technical assistance to subordinates; approves/disapproves leave, processes time records, provides counseling and feedback, and conducts performance evaluations.

Oversees the scanning and indexing of crash reports, reconstruction reports, photographs, etc. into the Content Manager System or STARS.

Makes certain boating and motor vehicle crashes are reported into the Patrol's HP70 System to ensure crash statistics are accurately depicted on the Patrol's website.

Provides guidance to troop personnel with questions and technical issues relating to the classification of motor vehicle and boating accidents and the completion of the Missouri Uniform Crash Report, as well as the boating/drowning accident report.

Serves as liaison between the Patrol and various law enforcement agencies, attorneys, the media, etc., regarding requests/inquiries for statistics or various reports on statewide motor vehicle traffic crashes and boating accidents. Compiles information or coordinates with the Patrol's Criminal Justice Information Services Division to do so and collects and processes any fees charged for the data/statistics.

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

Assists with processing requests and/or inquiries for motor vehicle and boating accident reports and related documents (photos, reconstruction reports, etc.) entering requests into the appropriate tracking system and ensures established procedures are followed regarding the workflow of revenue into the Traffic Records fund.

Classification: PRD Program Supervisor (Patrol Accident Records)

Title Code: V00680

Pay Range: 26

Page 2

Also ensures dissemination of requested data/reports is in compliance with state and federal laws and Patrol policies and procedures.

Assists with coding, encoding, and scanning written and electronic accident reports completed by Patrol officers; proofs for accuracy; forwards error reports to officer for correction; files report upon receipt of corrected copy(s); performs and oversees quality control to ensure accuracy of STARS and BARD data.

Reports and troubleshoots problems to the appropriate entity or individual on STARS, BARD, tracking systems and document imaging scanners.

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 and BARD.

Organizes and assembles required statistical and report data for various publications relating to traffic crashes; edits drafts of publications; distributes publications.

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 and BARD encoding requirements and quality control measures, various STARS and BARD-related codes, and the flow of crash reports/data to STARS and BARD, and STARS and BARD validation rules.

Thorough knowledge of the Missouri Uniform Crash Report and Boating/Drowning Accident Report reporting requirements.

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

Thorough knowledge of State and Federal laws and Patrol policies and procedures relating to the dissemination of STARS and BARD 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.

Working knowledge of systems utilized to conduct assignments.

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

Knowledge of effective practices and principles of supervision.

Knowledge of modern office procedures and practices.

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

Classification: PRD Program Supervisor (Patrol Accident Records)

Title Code: V00680

Pay Range: 26

Page 3

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

Working knowledge of the Patrol's HP70 System.

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.

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

Ability to multi-task and prioritize assignments.

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.)

Classification: PRD Program Supervisor (Patrol Accident Records)

Title Code: V00680

Pay Range: 26

Page 4

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 or 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.

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.