



Classification: PRD Technician III (Patrol and Non-Patrol Accident Records)

Title Code: V00675

Pay Range: 20

POSITION SUMMARY: This is an advanced position responsible for receiving, processing, and disseminating motor vehicle and boating crash records/data relating to the Statewide Traffic Accident Records System (STARS), U.S. Coast Guard's Boating Accident Report Database (BARD), and Accident Request Tracking Systems. Personnel process incoming manual and electronic records based on various report standards/rules and/or database field specifications, return incorrect or incomplete records, answer technical questions pertaining to the aforementioned systems and reporting requirements of crash reports, and review existing records for conflicting and/or erroneous information. Personnel also process requests for STARS or BARD records/data in accordance with federal and state laws and Patrol/division policies. General supervision is provided by a supervisor who reviews work for overall completeness, accuracy, and adherence to schedules.

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.)

Process incoming mail and telephone calls for the Patrol Records Division's Patrol and Non-Patrol Accident Records Sections.

Reviews, codes, enters, and/or updates electronic and manual records into the Statewide Traffic Accident Records System (STARS) and Boating Accident Report Database (BARD), and Accident Request Tracking Systems in accordance with various rules and/or database specifications.

Performs quality control measures of records for inclusion into the STARS and/or BARD and makes necessary correction to erroneous data.

Returns incorrect, incomplete, or duplicate source documents submitted for inclusion into the STARS or BARD to the applicable submitting agency or officer.

Scans, photocopies, and indexes source documents relating to STARS and/or BARD.

Processes telephone, written, and in-person requests or inquiries in accordance with federal and state laws as well as Patrol/division policies relating to STARS or BARD records/data. Enters applicable information relating to crash report requests and fees into the appropriate tracking system.

Provides technical assistance to Patrol personnel, criminal justice agencies, computer consultants, etc. regarding matters relating to STARS or BARD as well as the reporting requirements of motor vehicle and/or boating crash reports.

Prepares written correspondence or emails relating to STARS and/or BARD source documents and/or issues.

Prepares reports, forms, lists and other materials.

Trains newly assigned personnel to the Patrol or Non-Patrol Accident Records Sections

Files correspondence and source documents accordingly.

Operates standard office equipment (e.g. personal computer, printer, copier, calculator, telephone, typewriter, document scanner, etc.)

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of record entry, codes, and quality control policies, standards, processes and procedures, and database field specifications relating to STARS and/or BARD.

Thorough knowledge of the publications *Manual on Classification of Motor Vehicle Accidents, ANSI-D.16., Missouri Uniform Crash Report Preparation Manual, and Boating/Drowning Accident Investigation Report Preparation Manual.*

Thorough knowledge of the Missouri Sunshine Law as well as state and federal laws and Patrol/division policies relating to the reporting and dissemination of crash reports/data.

Thorough knowledge of Patrol policies and procedures relating motor vehicle and boating crash reporting.

Thorough knowledge of state laws relating to the reporting of records to the STARS.

Thorough knowledge of computer systems as well as the workflow of documents/data in relation to the STARS and/or BARD.

Thorough knowledge of the Missouri Uniform Law Enforcement System (MULES) and Department of Revenue vehicle and driver record systems as it applies to the Patrol and Non-Patrol Accident Records Sections.

Thorough knowledge of the basic rules of grammar and arithmetic.

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

Ability to sit in front of a computer terminal and perform work related tasks for extended periods of time.

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

Ability to work independently as well as follow oral and written instruction.

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

Ability to proofread and edit computer entries.

Ability to multi-task and prioritize assignments.

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

Ability to work under pressure.

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 compile and interpret statistical information.

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

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 perform work-related travel as needed.

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 years experience in the field of criminal justice to include motor vehicle crash reports, or a combination of six years education and experience. Individuals with law enforcement experience may be given preference.

OR

Must have served two consecutive years as a PRD Technician II within the Missouri State Highway Patrol's Patrol Records Division, Patrol and/or Non-Patrol Accident Records Section.

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

NECESSARY SPECIAL REQUIREMENTS: Must be able to obtain and maintain MULES certification within six months of hire date.

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.