



Classification: Personnel Records Clerk II (Administrative Services)

Title Code: V00212

Pay Range: 16

POSITION SUMMARY: This is an intermediate-level position focused in a variety of technical and specialized personnel-related duties within the Human Resources Division. An employee in this position must maintain strict confidentiality of records and other sensitive information that is submitted to the division for processing. Work is performed independently within the framework of policies and procedures; however, the director or assistant director normally clears deviations from established policies and procedures. This position may require out-of-town travel on a limited basis.

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.)

Reviews, processes, and enters employee data; investigates and reconciles data issues; and disseminates information, to include, but not limited to, personnel action requests, personal data information, resignations, retirements, etc.

Reviews, processes, and enters payroll transactions; investigates and reconciles payroll issues; and disseminates payroll information, to include, but not limited to, direct deposits, payroll deductions, tax withholdings, etc.

Serves as liaison between the Missouri Department of Transportation (MODOT), the Missouri State Highway Patrol Employees' Retirement System (MPERS), and Patrol components regarding employee questions concerning retirement issues, as well as processes appropriate paperwork and reports.

Maintains and enters employee information in the Statewide Advantage for Missouri (SAM) II and Timekeeping Record System (TRS).

Serves as the SAM II and TRS contact by providing support in analyzing and reconciling SAM II and TRS issues and determining appropriate solutions; to include training employees on Patrol TRS policies and programs and processing requests for access to the SAM II system.

Provides specialized clerical and technical support to the Division (i.e., creating and maintaining databases, spreadsheets, and reports; creating, distributing, filing correspondence; answering division telephone line to assist callers or forward to appropriate personnel; investigating and resolving issues; etc.).

Advises, directs, tracks, audits, and reports in multiple systems on leave requests and workers' compensation claims in accordance with policy and procedure (e.g. Family Medical and Leave Act (FMLA) leave, extended leave, Shareleave, etc.)

Submits Peace Officer Standards and Training Program (POST) departure notices for affected personnel upon departure from agency.

Serves as a back-up to the switchboard as needed.

Operates standard office equipment.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Considerable knowledge of modern office practices, procedures, and equipment.

Considerable knowledge of business English, punctuation, and spelling.

Considerable knowledge of Microsoft Office/Excel and basic word processing and spreadsheet concepts.

Considerable knowledge of customer service fundamentals, to include problem resolution, empathy, critical thinking and proper documentation of issues.

Considerable knowledge of state payroll and Internal Revenue Services (IRS) procedures.

Considerable knowledge of or ability to learn Patrol policies and procedures governing payroll and expense reimbursement practices.

Skill in operating a calculator with a high degree of efficiency.

Ability to learn and utilize the Patrol's applicable computer systems, policies, and procedures.

Ability to make computer entries in multiple databases.

Ability to make arithmetical calculations with speed and accuracy.

Ability to maintain complex clerical records and files.

Ability to verify documents produced and received, and takes proper steps to reconcile errors.

Ability to produce a volume of work and meet predetermined deadlines.

Ability to organize and prioritize work effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with other department employees and a variety of representatives from public and private agencies.

Ability to establish, alphabetize, transport, file, and purge records/documents in accordance with established division procedures.

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 handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to perform job 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.)

Possession of a high school diploma or equivalent and possess two years of experience as a Personnel Records Clerk I or comparable experience.

NECESSARY SPECIAL REQUIREMENTS: Completion of a 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.