



Classification: Quality Control Clerk II - CVE
Title Code: V00974
Pay Range: 13

POSITION SUMMARY:

This is a technical clerical position. The employee is responsible for performing quality control and maintaining the integrity of state commercial vehicle enforcement information by processing Driver/Vehicle inspection information and Commercial Vehicle Accidents information into the Federal SAFETYNET system. Work is performed under general supervision and the employee is expected to adhere to established rules, 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.)

Enters drivers/vehicle examination reports conducted by Commercial Vehicle Officers; conducts certification of repair on driver/vehicle examination reports; conducts quality control by verifying information and files for accuracy and completeness; checks for duplicate or conflicting information; sorts, enters, updates or modifies records via the SAFETYNET and/or TMS Accident System; prepares correspondence to motor carriers reference collection of fine money.

Answers the telephone and provides information to various individuals regarding the Motor Carrier Safety Assistance Program (MCSAP) and SAFETYNET; generates inspection facsimile reports; works closely with MCSAP inspectors, state and local law enforcement personnel, etc., on all matters relating to MCSAP.

Prepares and mails delinquent driver/vehicle letters to carriers who are in noncompliance; provides assistance to motor carriers regarding inspections and violation reports.

Works closely with motor carriers industries across the United States and corresponding countries in North America to ensure carriers are kept current on Federal Highway Administration rules and regulations regarding commercial vehicle inspections and federal reportable crashes.

Collects, opens, and sorts mail received in the division.
Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of Commercial Vehicle Enforcement policies and procedures.

Knowledge of MULES computer files.

Knowledge of the use and application of computer systems as related to database operations.

Knowledge of modern office procedures, methods, and equipment, particularly as they apply to computer data entry operations.

Ability to make decisions in accordance with applicable laws, policies, procedures, etc.

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Ability to maintain a professional working relationship with various municipal, private, state, and federal agencies regarding coordination of the operation of the commercial vehicle inspection and accident programs.

Ability to identify discrepancies and perform quality control checks on various databases, forms, reports, etc., and take corrective action when necessary.

Ability to maintain accurate records and files.

Ability to work independently and exercise initiative.

Ability to adhere to Missouri State Highway Patrol confidentiality policy.

Ability to prioritize and organize codes to conform information to appropriate formats.

Ability to operate basic office machines to include the operation of a personal computer.

Ability to multi-task.

Ability to type 40 words per minute with ten (10) errors or less.

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.)

Graduation from a standard high school or possess a GED.

Two years experience as a Quality Control Clerk I.

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.