

Job Description
Missouri State Highway Patrol

Class Title: Stenographer III - Troop

Title Code: V00013

Effective Date: -

Date Reviewed: 03/01/2010 #14

Date Revised: 12/27/04

Immediate Supervisor:

Position Supervised: None

FLSA Classification: Non-exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is stenographic and clerical work, which involves taking and transcribing dictation and performing typing and varied clerical duties. Work is performed under general supervision by a designated supervisor 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.)

Composes and processes routine in-house and outside correspondence; types correspondence, reports, forms, lists, etc. (e.g., worker's compensation reports, personnel requests, annual evaluations, etc.); proofreads and edits work produced for accuracy and completeness; prepares and assembles materials referenced as attachments and/or enclosures for correspondence, reports, etc.

Issues, updates, and distributes miscellaneous documents (e.g., Inter-office Correspondence, Patrol News articles, memorandums, etc.).

Processes all civilian applicant correspondence, e.g., Job Opportunities and Career Development Bulletins, oral board schedules, applicant letters, etc.

Provides orientation to new employees; processes paperwork for troop employees on retirement, marriage, divorce, death, additional children, etc.; requisitions miscellaneous supplies for employees.

Figures, checks, and submits time for overtime operations for each pay period; verifies paychecks with overtime reports and distributes to officers; contacts General Headquarters on errors and questions.

Maintains SERT Team and property records.

Enters statistical data into the computer via the video terminal.

Takes and transcribes dictation of letters, memoranda, reports, and other materials usually involving common business language.

Maintains various clerical records and files; compiles periodic reports.

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Answers telephone; opens, sorts, and distributes mail to proper sources.

Prepares and/or assembles materials for reports, etc.; compiles and tabulates statistical data as required.

May perform duties traditionally required of the troop's Senior Secretary or Secretary, in that person's absence.

Operates standard office equipment, e.g., typewriter, calculator, copier, shredder, telephone, personal computer and mainframe terminal, facsimile machine, etc.).

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of business English, spelling, and arithmetic.

Considerable knowledge of modern office practices, procedures, and equipment.

Considerable knowledge of the application and interpretation of departmental policies and procedures.

Ability to read English effectively.

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

Ability to make decisions in accordance with laws, policies, and regulations and apply these to work problems.

Ability to work with highly sensitive information in a confidential and professional manner.

Ability to compose correspondence.

Ability to prioritize, organize, and plan work effectively.

Ability to make mathematical computations and tabulations accurately and with reasonable speed.

Ability to operate basic office equipment, e.g., typewriter, calculator, copier, shredder, telephone, personal computer, facsimile machine, etc.

Ability to prepare reports from varied statistical information.

Ability to establish and maintain harmonious working relations with others.

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

Possess the skill to type 60 words per minute with ten (10) errors or less.

Possess the skill in taking dictation at a rate of 80 words per minute.

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.

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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 and at least two years experience as a Stenographer II or comparable experience.