

Opening Date: February 29, 2012

Closing Date: March 13, 2012



**TITLE:** CLERK TYPIST I, II, OR III - SWITCHBOARD

**FACILITATOR:** Amanda Renn · (573) 526-6334 · [amanda.renn@mshp.dps.mo.gov](mailto:amanda.renn@mshp.dps.mo.gov)

**DESCRIPTION:** This Clerk Typist position is assigned to the Missouri State Highway Patrol's Human Resources Division. The official domicile for this position is Jefferson City, Missouri. This position is classified as non-exempt under the Fair Labor Standards Act.

**POSITION SUMMARY:** This position is responsible for the efficient operation of the general headquarters switchboard. Work requires alertness and accuracy in answering and transferring calls. Work includes general receptionist work and performing routine clerical tasks. The employee is expected to exercise discretion in handling sensitive and confidential information. The employee may also train relief operators. The employee in this position works under general supervision and refers nontechnical problems to a supervisor. Independent judgment is expected in the performance of routine duties. *(For a more detailed job description go to:* <http://www.mshp.dps.missouri.gov/MSHPWeb/PatrolDivisions/HRD/Civilian/CivilianJobDescriptions/salarySchedule.html>*.)*

**QUALIFICATIONS:** **Clerk Typist I:** Graduation from high school or possess a GED. **Clerk Typist II:** Graduation from high school or possess a GED and possess at least one-year experience as a Clerk Typist I or comparable experience. **Clerk Typist III:** Graduation from high school or possess a GED and possess at least two years experience as a Clerk Typist II or comparable experience. All applicants must possess the ability to type 40 words per minute with 10 or less errors.

**SALARY RANGE (Semi-monthly):** The minimum starting salary is \$839.00; however salary may be commensurate with applicable experience and education.

**APPLICATION PROCEDURE:** Individuals interested in this position must submit the Patrol's on-line application and typing test (<http://mshp-hrd.AssessTyping.com>) prior to the application deadline of March 13, 2012. Resumes will not be accepted in lieu of the application. Please visit our website at [www.mshp.dps.mo.gov](http://www.mshp.dps.mo.gov) to complete an on-line [Application for Civilian Employment \(ACE\)](#).

Current employees who meet the minimum qualifications set forth in the attached job description may apply through the Human Resources Division by submitting an intradepartmental letter of application (SHP-15) and resume through channels prior to the application deadline.

Interview boards are tentatively scheduled for the week of March 19, 2012. The tentative start date for this position is within 30 days of the interview.

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.

**NOTE:** Final selection may be based upon several factors, e.g., results of an oral interview, written examination or exercise, review of past work performance, performance evaluations and/or candidate's possession of the knowledge, skills and abilities deemed necessary for successful performance in the job.

**EEO STATEMENT:** The Missouri State Highway Patrol is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, color, religion, sex, age, national origin, veteran status, ancestry, sexual orientation, or disability.

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