



**Classification:** CJIS Trainer/Auditor I - MULES/NCIC

**Title Code:** V00671

**Pay Range:** 22

### **POSITION SUMMARY:**

This position is responsible for providing on-going training and technical assistance on MULES and NCIC systems for the region assigned to the position posted. Training includes initial MULES certification, bi-annual recertification, and annual Terminal Agency Coordinator meetings. This position is responsible for maintaining the database containing training information for the MULES operators in the assigned area of responsibility. This position also acts as the primary point of contact between the Missouri State Highway Patrol and agencies that access MULES to include: 911 communications centers, sheriff's offices, police departments, courts, prosecuting attorney offices, Department of Corrections as well as various other state and federal agencies. This position requires the ability to work independently in a responsible and professional manner utilizing good judgment and initiative, however; general supervision is provided by an immediate supervisor to ensure conformance to established laws, policies, and procedures. Extensive travel via personal vehicle is required for this position.

### **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.)

Conducts initial and recertification training sessions for all MULES computer terminal operators and other personnel in assigned areas of support on proper procedures for use of the MULES, NCIC, and associated systems.

Accompanies CJIS Auditors when completing quality assurance audits of criminal justice agencies according to established protocols; provides direction and assistance to resolve discrepancies or deficiencies.

Reviews audit reports containing observations, findings, evaluations, and recommendations for necessary corrective action and works with affected agencies to resolve issues.

Serves as a primary point of contact and knowledgeable authority for criminal justice in regard to laws, regulations, and guidelines pertaining to entry, retrieval, and use of information obtained through MULES and NCIC.

Develops and maintains lesson plans, visual aids, handouts, tests, and other materials used for training or other presentations; develops and maintains policy and procedural manuals and newsletters in relation to supported systems.

Participates in the development, implementation, and testing of program changes.

Performs extensive statewide travel using personal vehicle.

Performs other related work as assigned.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of state and federal laws, rules and regulations governing the collection, storage, and dissemination of crime report information.

Knowledge of MULES and NCIC policies and standards as well as CJIS rules and regulations.

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Knowledge of modern office practices and procedures.

Knowledge of business English as it relates to report writing.

Knowledge of word processing, spreadsheet, and presentation software (Lotus Notes, Microsoft Office, Excel, PowerPoint, etc.).

Ability to write detailed reports in an efficient manner.

Ability to effectively plan, develop, and organize materials for use in training programs.

Ability to interpret policies and laws in written and oral form.

Ability to train various law enforcement personnel in proper procedures of records management.

Ability to conduct training and/or auditing sessions and presentations independently to various law enforcement agencies and personnel.

Ability to organize information and present it to a group in a clear and concise manner.

Ability to gather, assemble, correlate, and analyze facts and devise recommendations and/or solutions to problems.

Ability to review and analyze information for quality, quantity, and adherence to appropriate standards.

Ability to analyze and correct problems relating to training methods and techniques.

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

Ability to prepare (in written and oral form) clear, concise reports of training and audit results.

Ability to operate a motor vehicle and travel to training and auditing sites.

Ability to work in a diverse and stressful or adverse work environment.

Ability to plan daily activities and work independent of direct supervision.

Ability to perform travel as necessary for the completion of assigned duties.

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 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.

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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.)

Possess a Bachelor's Degree in Criminal Justice, Statistics, Computer Information Science, Business Administration, or closely related field and one year of qualifying *technical/field* work experience in the areas of law enforcement, MULES, or criminal justice. Prior dispatching/operator experience and/or POST certified law enforcement experience is preferred.

OR

Five years qualifying *technical/field* work experience in the areas of law enforcement, MULES, or criminal justice. Prior dispatching/operator experience and/or POST certified law enforcement experience is preferred.

**NECESSARY SPECIAL REQUIREMENTS:**

Must possess and maintain a valid driver license.

Must pass a comprehensive background check necessary to have access to criminal record systems.

Must possess (within the first six months of employment or as soon as scheduling will allow) and maintain MULES Certification.

Must attend and successfully pass Police Instructor School within 12 months of appointment or as soon as scheduling will allow.

Must successfully complete a 6 month probationary period.

**FLSA STATUS:** Partial-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.