

Job Description

Missouri State Highway Patrol

Class Title: Clerk Typist I - DDCC (Receptionist)

Title Code: V00031

Effective Date: 11/03/97

Date Reviewed: 11/07/07 K. Bax

Date Revised: 03/14/06

Immediate Supervisor: Clerical Services 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 an entry-level position where the employee performs general typing and clerical work, which provides general clerical support for the Division of Drug and Crime Control. Work is performed within the framework of rules and procedures; however, deviations from established procedures are cleared with the supervisor. Detailed instructions are given at the beginning of work on subsequent new assignments. An employee in this class is closely supervised.

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.)

Acts as receptionist, determines nature of business, directs individuals to proper office, and gives routine information; answers incoming calls and makes connection to person or division requested; answers routine nontechnical questions and refers other inquiries to proper person, division, or agency; takes messages for employees and visitors on a limited basis.

Maintains security for the building by monitoring all who enter and leave the building via the main entrance; issues visitor passes and maintains visitor log.

Processes and ensures special investigation reports and all related correspondence contain proper English, grammar, spelling, and punctuation; maintains statistical summaries and files.

Receives Arrest/Incident/Investigation Reports pertaining to special investigations and checks for completeness and conformity to General Order; ensures necessary attachments are assembled to report (e.g., supplements, property, vehicle, asset forfeiture and polygraph records and destruction orders).

Files correspondence and reports numerically, alphabetically, and/or by subject.

Processes division incoming and outgoing mail; maintains various clerical records and files; compiles periodic reports as assigned.

Makes division distribution on all materials, correspondence, reports, etc., and maintains the distribution list.

Types correspondence, reports, forms, lists, and other materials from rough draft or dictation equipment.

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Operates standard office equipment (e.g., typewriter, computer terminal, AS400, MULES terminal, calculator, facsimile machine, dictation equipment, telephone, copier, shredder, etc.).

Alphabetizes, transports, files, and purges records, documents, etc.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Working knowledge of business English, spelling, grammar, punctuation, and arithmetic.

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

Ability to read English effectively.

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

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

Ability to maintain moderately complex clerical records and to prepare reports from such records.

Ability to operate AS400, MULES, PC applications, and DOR computer systems.

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

Ability to work independently with general supervision.

Ability to establish and maintain harmonious working relations with others.

Ability to acquire and maintain MULES certification.

Ability to alphabetize, transport, file, and purge records/documents.

Ability to proofread and edit correspondence, documents, reports, and computer entries.

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

Possess the skill to type at a rate of 40 words per minute with ten (10) errors or less.

Ability to work with material that may be of a sexual and graphic nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING 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.