



Classification: Clerk Typist II - Switchboard

Title Code: V00032

Pay Range: 09

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 in this position works under general supervision and refers nontechnical problems to a supervisor. Independent judgment is expected in the performance of routine duties.

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, instructs individuals to proper division or notifies appropriate division of visitors, and gives routine information; answers incoming calls and transfers caller to person or division requested; answers routine, nontechnical questions and refers other inquiries to proper person, division, or agency; takes messages for employees on a limited basis.

Maintains security for the general headquarters building by monitoring all who enter and leave the building via the main lobby and notifies supervisor of security concerns; issues visitor passes and maintains visitor log.

Reports service difficulties with telephone console and computer system to appropriate division.

Enters submitted employee information into applicable computer software and databases; generates and distributes reports; proofreads and edits various correspondence and other paperwork for accuracy and completeness.

Maintains database of all department employees and retirees; disseminates generated reports to all troops and divisions.

Maintains library of telephone directories; distributes State of Missouri and local telephone directories throughout General Headquarters.

Operates standard office equipment (e.g., telephone switchboard, computer, copy machine, facsimile machine, etc.).

Performs routine clerical work such as typing, filing, data entry, etc.; maintains various clerical records and files.

Maintains supply of informative brochures for display in the general headquarters lobby.

Performs other related work as assigned.

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REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the names and location of department personnel and functions.

Knowledge of the operation of a moderate sized switchboard.

Knowledge of business English and spelling.

Knowledge of modern office practices and procedures.

Ability to read English effectively.

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

Ability to locate sources of information in order to respond to a variety of inquiries.

Ability to operate basic computer equipment.

Ability to learn applicable software (SAM II, Lotus Notes, Microsoft Office, etc.).

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

Ability to remember accurately the names and locations of department personnel and to understand essential departmental operations.

Ability to differentiate confidential information from information that may be communicated.

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

Ability to answer calls or questions at a reception desk with a well-modulated and pleasant voice and to use proper grammar.

Ability to maintain clerical records and files.

Ability to exercise diplomacy and patience in dealing with individuals.

Ability to deal with individuals from a variety of ethnic and educational backgrounds.

Ability to exercise judgment and discretion.

Ability to represent the department with a courteous, helpful, and business-like attitude in all telephone and personal contacts.

Ability to work independently with general supervision.

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

Ability to notify appropriate personnel in case of emergencies.

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Ability to establish and maintain harmonious working relations with others.

Possess the skill to type at least 40 minutes per minute with ten (10) errors or less.

Ability to work with materials 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 high school or possess a GED.

Possess at least one-year experience as a Clerk Typist I or comparable experience.

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.