



Classification: Clerk Typist III - Receptionist
Title Code: V00033
Pay Range: 12

POSITION SUMMARY:

This is a very responsible position where the employee serves as receptionist and performs routine clerical work within the Human Resources Division, to include composing correspondence, entering data into spreadsheets, scanning documents, etc. An employee in this position is responsible for ordering and maintaining supplies within the division. The employee is expected to exercise discretion in handling sensitive and confidential information. An employee in this position is moderately supervised; however, 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, greets public, 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.

Prepares and maintains all applicable materials related to job postings and positions according to established policies and procedures; to include gathering and dissemination of appropriate documents (i.e. reviewing and editing job opportunity bulletins, developing posting files, gathering of appropriate documents, preparing and scoring interview packets, drafting correspondence, etc.).

Prepares, scans, and codes documents into appropriate databases and personnel files.

Prepares supply requisitions through the MSHP Supply Management System and maintains equipment and supply inventory, to include ordering and disseminating Equal Employment Opportunity posters when issued.

Composes routine correspondence; types correspondence, reports, forms, lists, etc. from rough draft; proofreads and edits work produced for accuracy and completeness; prepares and/or assembles all materials referenced as attachments and/or enclosures for correspondence, reports, etc.; submits work produced for signature of appropriate division personnel.

Processes and files changes to personnel data in appropriate databases and personnel files.

Organizes blood drives, charity events, and internal events.

Tracks Secondary Employment requests on spreadsheet and files original document in appropriate files.

Creates Employee Biography Summary by researching employee's work and personal history, types information into appropriate format, logs and files a copy, and submits original to appropriate personnel.

Tracks the receipt of performance evaluations for all Patrol employees.

Maintains job opportunity announcements from other State of Missouri agencies.

Creates and maintains spreadsheets and correspondence using modern office computers and software.

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Relieves personnel assigned to the switchboard as required.

Serves as the backup to the Personnel Records Clerk assigned to the Human Resources Division's Support Services Section.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Extensive knowledge of business English, spelling, grammar, and arithmetic.

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

Extensive knowledge of computer applications (i.e. Microsoft Word and Excel).

Extensive knowledge of various HR issues and laws.

Ability to process assignments associated with filling vacancies as detailed in the description of duties.

Possess excellent communications skills, to include proper and effective use of grammar, punctuation, and sentence structure.

Ability to work as a team member and positively interact with a variety of people, including administrative staff, employees, applicants, and the general public.

Ability to enter statistical data into the computer and prepare reports from statistical and/or other numerical data.

Ability to establish, alphabetize, transport, file, and purge records/documents in accordance with established procedures.

Ability to type, proofread, and edit correspondence, forms, reports, computer entries, etc.

Ability to generate form letters in response to routine employment inquiries.

Ability to answer the telephone and provide assistance.

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

Ability to type and operate a standard computer keyboard.

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

Ability to learn the Patrol's applicable computer systems and policies.

Ability to participate in a formal and on-the-job training program.

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.

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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.

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 and at least two years of experience as a Clerk Typist II or comparable experience.

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

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.