

## Job Description

### *Missouri State Highway Patrol*

Class Title: Information Analyst I DDCC (Records)

Title Code V00571

Effective Date: 11/03/04

Date Reviewed:

Date Revised: 08/29/06

**Immediate Supervisor:** Information Analyst 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 a responsible analytical position. An employee in this position researches and responds to urgent requests for information from law enforcement officials, law offices, technical offices/agencies, and the public concerning investigations for suspected fraud, stolen vehicles, property damage, or criminal activity. The employee serves as liaison between the Patrol and other agencies and the public and is responsible for making determinations of record dissemination as well as maintaining the accurate and efficient flow of information. Work is performed under general supervision.

### 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.)

Serves as liaison between the Patrol and other law enforcement agencies, law offices, technical offices/agencies and the public regarding requests for investigation reports pertaining to criminal activity and/or investigations; researches all applicable and accessible files, database systems, criminal histories, and/or case summaries in order to respond to inquiries; answers questions regarding policies and procedures related to the Sunshine Law and dissemination of investigation reports and/or records.

Reviews and analyzes documentation and investigation reports pertaining to criminal investigations; documents, validates, and verifies information; edits and types investigation reports submitted for accuracy and completeness; forwards photographs and fingerprint cards to Criminal Records and Identification Division.

Prepares Disposition Decision cover sheet, highlights any noteworthy or prior action, then forwards packet to officer-in-charge for dissemination approval; upon receipt of Disposition Decision from officer-in-charge, prepares response letter(s) for signature; copies, assembles attachments, mails, distributes copies and files signed letters and/or copies.

Documents, verifies, and validates information; interacts with appropriate law enforcement officials pertaining to the integrity of information disseminated.

Assembles investigation books as required for law enforcement officials, law officers, technical offices/agencies, and the public.

Reviews, enters, maintains and updates files; maintains, sorts, and distributes logs and records of all information researched and disseminated.

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Operates standard office equipment, (e.g., typewriter, personal computer and keyboard, microfilm machine, calculator, facsimile machine, dictation equipment, telephone, copier, shredder, etc.). Serves as backup for receptionist by greeting the public, directing individuals to proper office and providing routine information; answers routine telephone inquiries, takes and transmits messages; opens, sorts, and distributes mail.

Performs other work-related duties as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of Patrol policies and procedures.

Knowledge of business English, spelling, and arithmetic.

Knowledge of modern office practices, procedures, and equipment.

Ability to learn Missouri Sunshine Laws and departmental regulations governing the dissemination of criminal history records.

Ability to learn and understand the details of the MULES, ACOM, CJ04 and CJ72 database systems and the ability to learn and understand the importance of the accuracy of the systems.

Ability to read English effectively.

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

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

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

Ability to accomplish multiple tasks and to prioritize and plan work effectively.

Ability to establish and maintain harmonious working relations with others.

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

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

Ability to maintain various databases, records, files, and manual logs.

Ability to answer the telephone and provide assistance.

Ability to file various reports and correspondence alphabetically in a file system.

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 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, 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.

Possess two years of clerical and/or customer service experience in an office setting.