



Classification: Information Analyst I - Custodian of Records

Title Code: V00571

Pay Range: 12

POSITION SUMMARY:

This is a highly responsible position requiring the employee to research and disseminate Highway Patrol documents requested by the public, law enforcement agencies, federal agencies, state agencies, attorneys, media, insurance companies and out-of-state agencies under the authority of the Custodian of Records and pursuant to the Missouri State Sunshine Law. The employee in this position maintains original SHP-325 reports, which includes Arrest, Incident, Investigation, Property and Vehicle Records along with any attachments they may have.

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.)

Research data bases, criminal histories, Microsoft excel spreadsheets, and index cards for information regarding requests for documents received by the public, law enforcement agencies, federal agencies, state agencies, insurance companies, the media, and out-of-state agencies.

Act as the Patrol's liaison when answering phone calls from the public, law enforcement agencies, federal agencies, state agencies, insurance companies, the media, out-of-state agencies, the Information System Division, and all nine troops regarding questions about SHP-325 reports and requested documentation.

Disseminate documents, redact confidential information from reports, research the Missouri State Sunshine Law in regards to the release of a report, contact Prosecuting Attorney's regarding the release of Patrol report(s), create correspondence letters regarding each request, make copies of documents including cd/dvd's, then place a SHP-340C with each report before it's released.

Receive SHP-325 reports, including Property Records, Vehicle Records, and any other attachments from all nine troops. Number reports, log cd-dvd's, put in numerical order, then file them.

Log any notations concerning requests being worked on, then log requests when they have been completed, faxed or mailed, then scan a copy of what was disseminated.

Open mail, log requests as received, date stamp requests, attach a Request Slip to each one in preparation for response.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the Missouri Sunshine Law, MULES, SMART, AS400, DWITS, PISOR, Lotus Notes, Managed Reporting System, and Missouri case.net.

Working knowledge of Microsoft Word, Excel, and Access.

Ability to learn or possess knowledge of Patrol policies and procedures.

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Ability to research criminal histories.

Ability to communicate effectively on the phone and answer questions.

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

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 lift up to 40 pounds.

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

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

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.