



**Classification:** Quality Control Clerk II (Patrol Records Division)

**Title Code:** V00974

**Pay Range:** 13

**POSITION SUMMARY:**

This is advanced quality control and related clerical work in maintaining the integrity of the Traffic Arrest System/DWI Tracking System (TAS/DWITS), Statewide Traffic Accident Records System (STARS), and Accident Request Tracking System by processing incoming manual and electronic records, returning incorrect or incomplete records, answering questions, and reviewing existing records for conflicting information. General supervision is provided by a supervisor who reviews work for overall completeness, accuracy, and adherence to schedules.

**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.)

Processes incoming mail for the Patrol Records Division Accident Records Sections or Arrest Records Section.

Reviews, codes, enters, and/or updates electronic and manual records into the TAS/DWITS or STARS.

Performs quality control measures of records entered into the TAS/DWITS or STARS and make necessary corrections to erroneous data.

Returns incorrect, incomplete or duplicate source documents submitted for inclusion into the TAS/DWITS or STARS to the applicable submitting agency.

Scans source documents relating to TAS/DWITS or STARS.

Processes telephone and written requests or inquiries relating to TAS/ADORS or STARS records/information and enters applicable information attendant to accident report requests into the Accident Request Tracking System.

Provides technical assistance to Patrol personnel and other criminal justice agencies regarding matters relating to TAS/DWITS or STARS.

Assists with the annual Uniform Citation reviews conducted at each troop headquarters.

Processes requests from statewide law enforcement agencies for the assignment of unique, sequential Uniform Citation numbers.

Processes voided Uniform Citations submitted through channels from applicable uniformed Patrol personnel.

Trains newly assigned personnel to the Patrol Records Division.

Prepares written correspondence and source documents accordingly.

Files correspondence and source documents accordingly.

Performs other related work as assigned.

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**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Working knowledge of record entry, codes, and quality control policies, standards, processes and procedures relating to TAS/DWITS and STARS.

Working knowledge of the publications *Manual on Classification of Motor Vehicle Accidents, ANSI-D. 16.* and *Missouri Uniform Accident Report Preparation Manual.*

Working knowledge of the State Sunshine Law as well as state laws and Patrol/division policies relating to the reporting and dissemination of arrest records.

Working knowledge of the reporting requirements of the Uniform Citation and Record and Conviction forms.

Working knowledge of Patrol policies and procedures relating to arrest reports, systems, and procedures or accident reporting.

Working knowledge of computer terminal and ability to operate as related to record entry and message routing.

Working knowledge of MULES and NCIC computer files.

Ability to perform data entry.

Ability to sit in front of a computer terminal and perform data entry for extended periods of time.

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

Ability to work independently as well as follow oral and written instruction.

Ability to exercise judgment and discretion and make decisions in accordance with laws, policies and regulations.

Ability to proofread and edit computer entries.

Ability to multi-task and prioritize assignments.

Possess basic arithmetic skills.

Ability to establish and maintain records and files (both electronic and hardcopy).

Ability to work under pressure.

Ability to type 40 words per minute with ten (10) errors or less.

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.

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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 a high school or possess a GED.

Two years experience as a Quality Control Clerk I.

**NECESSARY SPECIAL REQUIREMENTS:**

Must be able to obtain and maintain MULES certification within six months of hire date.

Ability to type 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.