

Job Description

Missouri State Highway Patrol

Class Title: Clerk IV (Arrest Records) Traffic Division

Title Code: V00008

Effective Date: 07/01/06

Date Reviewed: 08/03/07 #29

Date Revised: 08/03/07

Immediate Supervisor: Traffic Safety Analyst, or as designated by division director

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 responsible technical work where the employee utilizes quality control measures in an effort to maintain the integrity of the Traffic Arrest System/DWI Tracking System (TAS/DWITS). The employee is responsible correcting erroneous records submitted by courts or law enforcement agencies for inclusion to the TAS/DWITS, contacting courts or law enforcement agencies via telephone to confirm information in the TAS/DWITS, assisting Arrest Records Section and troop clerical personnel or TAS/DWITS users with problems/questions concerning the systems and updating TAS/DWITS records pursuant to court orders. Work is subject to general review by the employee's immediate supervisor for conformance with policies and procedures.

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.)

Contacts, via telephone, troop clerical personnel, courts, law enforcement agencies, etc., to verify or obtain information on records submitted for inclusion into TAS/DWITS; reviews records identified by Arrest Records Station personnel as a possible duplicate in the TAS/DWITS; compares hardcopy records with TAS/DWITS entries; modifies erroneous or deletes duplicate court record as needed.

Returns incomplete or erroneous records to courts or law enforcement agencies that are incomplete or contain erroneous information via hardcopy correspondence; processes resubmitted records; matches the record returned from the court with the photocopy of the record retained in the Arrest Records Section file and verifies the court has made the requested record modification; forwards modified orders and related information to the Missouri Department of Revenue; files hard copy in division files.

Processes court orders requiring modification to records in TAS/DWITS; copies order, attaches print of TAS/DWITS record; forwards to Department of Revenue for processing, upon approval by management; files hard copy file in Arrest Records Section file system.

Processes requests from law enforcement agencies for Uniform Citation (UC) numbers from the UC Audit System; prepare and disseminate correspondence to the respective agency confirming the assigned numbers and records numbers on the UC Number Assignment Log; sends copies of court Records of Conviction to the Office of State Courts Administrator and Department of Revenue when the UC number on the records are invalid and correct UC numbers have been obtained from TAS/DWITS.

Assists with the annual UC Review at each troop headquarters, ensures troop compliance with applicable General Orders relating to UC's; verifies accuracy of files by comparing UC's on file at the troop

Clerk IV, TFD

2

headquarters with data encoded on the TAS.

Encodes information into the TAS/DWITS from court disposition records relating to traffic arrests completed by Patrol members and commercial vehicle officers as well as alcohol/drug related driving arrests completed by non-highway patrol law enforcement agencies; researches and corrects entry errors via comparison in the Missouri Uniform Law Enforcement System (MULES).

Assists with handling incoming calls to the Arrest Records Station, provides technical assistance to Section and troop clerical personnel and statewide criminal justice agencies submitting data to or utilizing the TAS/DWITS.

Assists with processing requests for records from the TAS/DWITS and makes certain dissemination of records is in compliance with State law and Patrol policies and procedures.

Assists when necessary with retrieving from the GHQ mailroom incoming bulk mail submitted to the Arrest Records Section and processing it as well as microfilming source documents from courts. Trains new employees assigned to the Arrest Records Section, as needed.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

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

Extensive knowledge of various TAS/DWITS related codes, flow of reports/data to the TAS/DWITS, the TAS/DWITS encoding requirements, and quality control measures.

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

Extensive knowledge of Patrol policies and procedures of relating to arrest reports, systems, and procedures.

Working knowledge of the duties of personnel assigned to the Arrest Records Section.

Knowledge of various forms of computer software (Excel, Lotus Notes, Word, etc.).

Ability to operate basic office equipment (e.g., PC, laser printer, copier, facsimile machine, telephone, typewriter, microfilmer, and microfilm reader/printer).

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

Ability to communicate and/or demonstrate work techniques in the training of others.

Ability to exercise confidentiality of records and information.

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

Ability to communicate effectively in English both orally and in writing.

Ability to establish and maintain harmonious working relationships with others.

Ability to exercise judgment and discretion.

Clerk IV, TFD

3

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

Ability to work under pressure.

Ability to transport bulk containers of mail.

Ability to proofread and edit computer entries.

Ability to multi-task and prioritize assignments.

Ability to perform ten-key entry.

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

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 an accredited high school or possess a GED.

Three years responsible clerical experience with the Patrol, at the level of Clerk Typist III, Quality Control Clerk II, Clerk III, or Data Entry III and working knowledge of the Patrol's arrest and conviction record systems (e.g., TAS/DWITS, TAS/ADORS, or CHRS).

NECESSARY SPECIAL REQUIREMENTS

Completion of the Patrol's MULES Certification training.