



ADMINISTRATIVE MANAGEMENT AND SUPPORT JOB FAMILY CAREER PATH

Positions in this family provide support for program/agency activities and operations. These may include data entry, production, basic inventory tracking, document and records management, clerical, medical coding, office management, or budget support activities. Duties may include explaining and applying rules, policies, and procedures; providing basic research and analysis; interpretation of rules, policies, procedures, and laws; and serving in a liaison role to provide support.

Typical functions

The functions within this job family will vary by level, but may include the following:

- ❖ Provide basic clerical support and data-entry.
- ❖ Procure supplies and equipment.
- ❖ Assist with maintaining, monitoring, and/or developing budgets.

The work assigned to positions in this series ranges from entry-level support work to management of all administrative support functions for a state facility or agency.

Administrative Support Assistant

Pay grade: 15

This administrative support position performs a variety of clerical, data entry, printing, and mail-related tasks in support of a work unit. Employees at this level are required to have a knowledge of the procedures and processes applicable to the performance of the work and to organize their work on a daily or weekly basis by exercising independence and judgment.

Minimum Requirements *(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.):*

High school diploma or equivalent.

Lead Administrative Support Assistant

Pay grade: 18

(May be utilized in a Non-Supervisory or Supervisory Role)

Seasoned vocational administrative support position. At this level, employees have specialized knowledge of an administrative or programmatic function and may function as an office manager. Within the support area, this position may make recommendations for review and approval of executive staff; assist in developing future budget projections for all units agency-



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wide; and review requests and prioritize needs for executive staff review. This position may provide work direction to lower-level positions.

Minimum Requirements *(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.):*

High school diploma or equivalent and three years of relevant experience.

Administrative Support Professional

Pay grade: 22

(May be utilized in a Non-Supervisory or Supervisory Role)

Supervisory positions at this level are accountable for overseeing and coordinating the work of staff doing a limited range of general activities in direct support of agency programs or operations, including but not limited to clerical, printing services, mail services, medical coding, administrative, and other business support activities ensuring the timely, accurate, and efficient flow of work in the office or department. Employee supervision includes hire recommendations, training, planning and assigning work, performance assessment, coaching, and progressive discipline. Supervision at this level also requires these employees to have the knowledge and skills to perform and review the work overseen. Professional individual contributors at this level are accountable for a variety of support service functions such as personnel; expenditure control; accounting; maintenance of files and records; requisitioning, storage, issuance, and/or local procurement of supplies and equipment; approval of requisitions for payment of operating expenses; selection, placement, and supervision of staff; and operation of a central switchboard and/or printing and mailing. Assists agency directors, administrators, and other executive service management in the administration of agency programs and operations; in the coordination of communications internally and externally; and in representing the agency to the public, special interest groups, the legislature, and the media.

Minimum Requirements *(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.):*

High school diploma or equivalent and four years of relevant experience.



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Lead Administrative Support Professional

Pay grade: 24

This is a professional position accountable for providing administrative and secretarial support for an assigned bureau(s), as well as provide administrative support and direction to reporting components within the assigned bureau(s). Employees perform a variety of support service functions within an assigned agency bureau, such as personnel; expenditure control; accounting; maintenance of files and records; requisitioning, storage, issuance, and/or local procurement of supplies and equipment; approval of requisitions for payment of operating expenses; selection, placement, and supervision of staff; and operation of a central switchboard and/or printing and mailing. This position recognizes the bureau commander's priorities, but also assists agency directors, administrators, and executive service management in the administration of agency programs and operations; in the coordination of communications internally and externally; and in representing the agency to the public, special interest groups, the legislature, and the media.

Minimum Requirements *(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.):*

High school diploma or equivalent and four years of relevant experience.

Executive Administrative Support Professional

Pay grade: 28

This is a professional position accountable for providing administrative and secretarial support for multiple bureaus and components, as well as provide administrative support and/or direction to bureau components and associated personnel. Employees perform a variety of support service functions within an assigned area, such as personnel; expenditure control; accounting; maintenance of files and records; requisitioning, storage, issuance, and/or local procurement of supplies and equipment; approval of requisitions for payment of operating expenses; selection, placement, and supervision of staff; and operation of a central switchboard and/or printing and mailing. This position recognizes the bureau commander's priorities, but also assists agency directors, administrators, the Lead Executive Administrative Support Professional, and executive service management in the administration of agency programs and operations; in the coordination of communications internally and externally; and in representing the agency to the public, special interest groups, the legislature, and the media.

Minimum Requirements *(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.):*



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High school diploma or equivalent and five years of relevant experience.

Lead Executive Administrative Support Professional

Pay grade: 28

This is a professional position accountable for providing administrative and secretarial support to the Superintendent's Office, as well as provide administrative support and/or direction to bureau components and associated personnel. Employees perform a variety of support service functions within an assigned area, such as personnel; expenditure control; accounting; maintenance of files and records; requisitioning, storage, issuance, and/or local procurement of supplies and equipment; approval of requisitions for payment of operating expenses; selection, placement, and supervision of staff; and operation of a central switchboard and/or printing and mailing. This position recognizes the Superintendent's priorities, but also assists the Assistant Superintendent, agency directors, administrators, and executive service management in the administration of agency programs and operations; in the coordination of communications internally and externally; and in representing the agency to the public, special interest groups, the legislature, and the media.

Minimum Requirements *(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.):*

High school diploma or equivalent and five years of relevant experience.

Division Assistant Director (Administrative Manager)

Pay grade: 34

(May be utilized in a Non-Supervisory or Supervisory Role)

Seasoned manager is accountable for senior administrative management of day-to-day operations of a department and assigned programs or projects, either directly or through the oversight of subordinate supervision. At this level, employees plan, assign, and review the work of others; adjust work assignments and schedules to maintain adequate staffing levels and respond to fluctuating workloads; provide leadership and guidance to administrative staff; evaluate employee performance and prepare performance appraisals; and implement department policy. Accountable for having input into setting a budget and responsible for staying within an assigned budget.



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Minimum Requirements *(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.):*

High school diploma or equivalent and five years of relevant experience, with two years of supervisory experience.

ADDITIONAL INFORMATION

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.

Once a job offer has been made, employment with the Missouri State Highway Patrol is contingent upon the successful results of a background investigation and Patrol administered drug test. The Missouri State Highway Patrol is a Drug Free Workplace.

Employees must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

EEO STATEMENT: The Missouri State Highway Patrol is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, color, religion, sex, age, national origin, veteran status, ancestry, sexual orientation, or disability.

Click [HERE](#) to view our employee benefits.

To be eligible for employment with the Patrol, applicants must meet all dress and appearance requirements. Click [HERE](#) for more details about dress and appearance requirements.

Effective: 07/01/2024

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Revised: --