Missouri Department of Transportation Job Description

Job Title: Motor Carrier Services Program Manager

Title Code: R04036

Salary Grade: 10

Exemption Status: Exempt

Supervisory Responsibilities: Full Supervision

District/Division: Central Office – Motor Carrier Services

Effective Date: 10-16-2025

Replaces (Effective Date): 12-16-2024

General Summary

The motor carrier services program manager directs and coordinates statewide operations for one or more motor carrier services programs such as safety and enforcement; motor carrier registration or credentialing; and revenue collection, disbursement, and reporting. Responsibilities are performed under general supervision.

Minimum/Required Qualifications

- Bachelor's Degree: Accounting, Business Administration, Criminal Justice, Law Enforcement, Safety, or related field, **AND** six years of professional or supervisory experience in motor carrier services activities, **OR**
- Ten years of professional or supervisory experience in motor carrier services activities.
- Certification and/or course completion may be required in North American Standard Inspection, General Hazardous Materials, Cargo Bulk Packaging, Motor Coach, Compliance Review, Investigations, and New Entrant Safety Audit course.

Special Working Conditions/Job Characteristics

- Job requires regular statewide travel, occasional nationwide travel, and occasional overnight travel.
- Job may require exposure to physical hazards, health and safety risks, and/or adverse or otherwise undesirable characteristics in the environment.

Examples of Work

1. Directs and coordinates statewide activities for one or more motor carrier services programs such as safety and enforcement; motor carrier registration or credentialing; and revenue collection, disbursement, and reporting.

2. Reviews applicable federal and state statutes and regulations to ensure program compliance and operation efficiency; provides technical advice and assistance on legislative and regulatory proposals; reviews proposed legislative rule changes and fiscal notes to determine potential impact to operations and/or if legislation presents a risk in loss of grant funding; provides feedback to senior management of rule review findings.

3. Reviews and approves reports and monitors productivity, customer service, and performance results of each program assigned to ensure the program is successful.

4. Cooperates with federal and state agencies and organizations in the development and implementation of regulatory standards; participates in regional and national organizations to achieve program consistency and compliance.

5. Develops and maintains a system of program evaluation and quality assurance through reports, data analysis, and periodic on-site evaluation of activities conducted by staff.

6. Administers internal and external training related to federal, state, or other program requirements/regulations; provides technical assistance and consultation to division and department personnel and the motor carrier industry, and identifies training needs; presents general safety and/or compliance outreaches for the division and upon carrier and/or association request.

7. Assists information technology personnel in upgrading and/or installing new or existing software and assists in any changes within the division's motor carrier system; may serve as project manager for program-specific special projects.

8. Reviews regulatory, rule, and/or policy changes as they occur and provides necessary information to employees and other stakeholders.

9. Maintains and presents department-wide and division specific performance measures; monitors progress towards division measures and recommends actions to achieve desired outcomes.

10. Assists with the planning, direction, monitoring, and evaluation of the motor carrier related compliance programs; develops work plans in conformance with federal regulatory and funding

standards; coordinates work activities with local, state, and federal agencies and other stakeholders.

11. Supervises the day to day activities of motor carrier services staff, including team building, leadership development, assignment of duties, review of progress, performance management, accountability, development, and training.

12. Performance supervisory responsibilities.

13. Performs other responsibilities as required or assigned.