

Missouri Department of Transportation Job Description

Job Title: Motorist Assistance Operations Supervisor

Title Code: R01307

Salary Grade: 8

Exemption Status: Non-Exempt

Supervisory Responsibilities: Full Supervision

District/Division: District Offices - Traffic

Effective Date: 12-16-2024

Replaces (Effective Date): 07-01-2022

General Summary

The motorist assistance operations supervisor manages the department's motorist assist operations by organizing, training, and equipping motorist assistance operators; reports and documents activity to improve safety and efficiency directly affecting the traveling public. Responsibilities are performed under general supervision.

Minimum/Required Qualifications

- High School Diploma or GED/HiSET
- Valid Class A or Class B Commercial Driver's License with no air brake restrictions and interstate status (either Excepted Interstate [EI] or Non-Excepted Interstate [NI]) required within 90 days of employment.
- Seven years of progressively responsible experience in vehicle equipment repair, routine or special maintenance, safety operations or traffic law enforcement, including experience in supervisory positions.
- Experience in resource allocation and personnel training preferred.
- Successful completion of a work simulation examination and a medical-physical examination.

Special Working Conditions/Job Characteristics

- Job requires moderate physical activity.
- Job requires exposure to physical hazards, health and safety risks, and/or adverse or otherwise undesirable environments.

- Job may require operation of vehicles to plow snow or spread ice control materials.

Examples of Work

1. Supervises, coordinates, and schedules activities of motorist assistance crews.
2. Supervises the routine maintenance of assigned equipment and buildings by determining needs and directing related assignments.
3. Patrols high traffic roadways to assist motorist assistance operators in keeping traffic congestion, accidents, and delay time to motorists at a minimum; assists motorists with minor vehicle problems and motorist assistance situations or emergency situations which may include authorized towing of vehicles.
4. Maintains, plans, and coordinates the use of temporary traffic control devices.
5. Communicates with district maintenance and traffic personnel on signing, pavement, and weather conditions.
6. Orders equipment and maintains supplies and inventory.
7. Responds to emergency situations on roadways and provides traffic control; communicates with emergency medical personnel and/or law enforcement as needed.
8. Supervises service station personnel, oversees pool cars, coordinates repair and service of equipment at service station; manages supply levels and ensures temporary personnel are available when necessary.
9. Performs supervisory responsibilities in a manner consistent with the department's equal opportunity policies.
10. Performs other responsibilities as required or assigned.