Missouri Department of Transportation Job Description

Job Title: Incident Management Coordinator

Title Code: R01020

Salary Grade: 9

Exemption Status: Exempt

Supervisory Responsibilities: Supervisory

District/Division: District Offices – Traffic

Effective Date: 09-01-2026

Replaces (Effective Date): 12-16-2024

General Summary

The incident management coordinator oversees a district's emergency response activities, particularly traffic accidents, develops standard operating procedures for roadway incidents, and coordinates between the department, the public, and area first responders. Responsibilities are performed under general supervision.

Minimum/Required Qualifications

- High school diploma or GED/HiSET.
- Eight years of experience in routine or special maintenance, motorist assistance, or law enforcement, including experience coordinating or directing roadway incident response.
- Successful completion of National Incident Management System training within one year of hire, including: Introduction to the Incident Command System (IS-100), Basic Incident Command System (IS-200), Intermediate Incident Command System (IS-300), and Advanced Incident Command System (IS-400).

Special Working Conditions/Job Characteristics

- Job requires exposure to high volumes of traffic, adverse weather situations, and other moderately undesirable environmental conditions. Work may be performed outside of normal working hours.

Examples of Work

1. Supervises emergency response activities for traffic incidents, including setting response priority and coordinating the use of special equipment.

2. Liaisons with department field maintenance crews, local first responders such as fire and police personnel, and the general public, and coordinates response activities among these groups.

3. Develops a district's emergency response standard operating procedures.

4. Manages a district's motorist assistance program and staff, including coordinating assignment of motorist assistance and emergency response personnel for snow removal operations.

5. Assists traffic personnel in the development of traffic and incident management programs, including first response and safety training classes.

6. Responds to traffic incidents and other emergencies and acts as the lead first responder for the district.

7. Reviews emergency operations to determine best practices; provides quality assurance for district emergency maintenance operations.

8. Liaisons with department work zone coordinators and construction personnel on work zone incidents and incident problem areas; liaisons with state and local emergency operations centers during roadway incidents.

9. Maintains budgetary, performance management, promotion, employment, safety training, equipment, supply, usage and materials records, and prepares incident management progress reports.

10. Coordinates with local planners and responders during planning and execution of training exercises.

11. Serves as a district representative on incident management-related district and statewide teams.

12. Performs supervisory responsibilities.

13. Performs other responsibilities as required or assigned.