Missouri Department of Transportation Job Description

Job Title: Traffic Center Manager

Title Code: R04470

Salary Grade: 13

Exemption Status: Exempt

Supervisory Responsibilities: Supervisory

District/Division: District Offices - Traffic

Effective Date: 09-01-2025

Replaces (Effective Date): 07-01-2022

General Summary

The traffic center manager is responsible for directing the planning, design, operation, system enhancement, and system maintenance of the traffic management center (TMC), including the statewide Intelligent Transportation System (ITS). Responsibilities are performing under general supervision.

Minimum/Required Qualifications

- Bachelor's degree in business, criminal justice, engineering, planning, public administration, or related field, **AND** eight years of experience in ITS, highway or transportation engineering, or incident response management, **OR**

- Twelve years of experience in ITS, highway or transportation engineering, or incident response management.

Special Working Conditions/Job Characteristics

- Job may require occasional, statewide and out-of-state, overnight travel.

- Job requires exposure to moderately adverse and undesirable environmental conditions.

- Experience in intelligent transportation systems or incident response management is preferred.

Examples of Work

1. Supervises TMC staff including making hiring and other employment-related decisions, assigning work, disciplining employees, and conducting performance management.

2. Manages and directs the activity of the TMC, including the incident, freeway, arterial, work zone, and travel information management programs.

3. Directs development, purchases, deployment and maintenance of new technology including software, hardware, telecommunications, field devices, and related components.

4. Ensures TMC operations comply with accepted national and statewide standards, regional architectures, and best practices.

5. Evaluates traffic flow conditions on freeways and other corridors and makes operational decisions based on traffic engineering best practices.

6. Reviews and revises TMC policies and procedures including operations manuals, training materials, configuration management procedures for systems enhancements and asset management requirements.

7. Champions the TMC to regional partners; promotes and educates the general public and regional leaders on ITS and activities of the TMC through presentations, tours of the TMC, public service announcements, internet updates and the production of marketing materials.

8. Acts as a representative on teams and projects developing and expanding the ITS program and related programs across the state.

9. Manages the budget of the TMC.

10. Performs supervisory responsibilities.

11. Performs other responsibilities as required or assigned.