

Missouri Department of Transportation

Code: R04516

Title: Traffic Incident Manager

Exemption Status: Exempt

Grade: 10

Job Description

Effective Date 02-01-2025

**Replaces
(Effective Date)** 07-01-2022

General Summary The traffic incident manager implements and maintains the department's traffic incident management training program and assists in developing and implementing traffic response plans and processes statewide. Responsibilities are performed under general supervision.

**Minimum/Required
Qualifications** Bachelor's Degree: Emergency Management, Fire Science, Law Enforcement, Safety Management, or related field, **AND** six years of experience in emergency management, fire safety, law enforcement, traffic incident management, or related field, **OR**

Ten years of experience in emergency management, fire safety, law enforcement, traffic incident management, or related field.

**Supervisory
Responsibilities** Lead Worker Only

Location Central Office - Safety & Emergency Management Unit

**Special Working
Conditions/Job
Characteristics** Job requires frequent, statewide, overnight travel
Job requires exposure to physical hazards, health and safety risks, and/or adverse or otherwise undesirable characteristics in the environment.

Examples of Work

- (1) Oversees, coordinates, and assists in developing procedures for implementing, administering, and evaluating traffic incident management (TIM) plans or programs.
- (2) Develops and implements strategies related to safe, quick clearance of traffic related incidents.
- (3) Develops standard operating procedures between first/emergency responders, department personnel and Traffic Management Centers, and partner agencies.
- (4) Reviews and updates TIM documents to reflect department priorities, TIM commitments, and operations support.
- (5) Identifies, recommends, and implements corrections for high hazard locations.
- (6) Develops course materials, coordinates, and conducts training sessions for department personnel and safety partners related to traffic incident management.

- (7) Develops performance goals and measures for TIM in both rural and urban environments.
- (8) Monitors and coordinates agencies participating in TIM plans and programs; assists federal, state, and local agencies in matters relating to TIM plans and programs.
- (9) Collects and analyzes data, and prepares performance reports, for TIM programs and information systems; provides briefings and presentations regarding program activities.
- (10) Serves as liaison with federal, state, and local agencies in matters concerning the coordination of TIM related plans and services.
- (11) Assists with disaster response, emergency management, and recovery programs, as assigned.
- (12) Prepares applications, implements programs, and completes reporting requirements for grants providing planning and training assistance.
- (13) Performs lead worker responsibilities, which may include providing general instruction, assigning and reviewing work, coaching and training, providing guidance and instruction in the proper and most efficient methods of accomplishing tasks, and providing input to the direct supervisor on staffing decisions and performance management.
- (14) Performs other responsibilities as required or assigned.

The Missouri Department of Transportation promotes an equal opportunity workplace that includes reasonable accommodation of otherwise disabled applicants and employees. Please see your manager should you have any questions about this policy or these job duties.