

Missouri Department of Transportation Job Description

Job Title: Intermediate Motor Carrier Agent

Title Code: R01213

Salary Grade: 4

Exemption Status: Non-Exempt

Supervisory Responsibilities: None

District/Division: Central Office - Motor Carrier Services

Effective Date: 12-16-2024

Replaces (Effective Date): 10-01-2022

General Summary

The intermediate motor carrier agent evaluates and issues routine motor carrier/commercial motor vehicle registration, licensure, and/or special permits. Responsibilities are performed under moderate supervision.

Minimum/Required Qualifications

- High School Diploma or GED/HiSET
- Two years of experience in motor carrier registration, permit related responsibilities, customer service or related internal and/or external experience.

Special Working Conditions/Job Characteristics

- Customer service skills or experience is preferred.

Examples of Work

1. Evaluates overweight, over dimension and blanket permit requests received by mail, phone, or in person for completeness, insurance coverage, remittance, and feasibility, or for potential issues involving desired routes; issues/denies permits based on evaluation.
2. Obtains information from customers via telephone, mail, computer, or in person to accurately analyze data as required by national/international agreements and federal/state requirements to complete motor carrier/commercial motor vehicle requests for registration/licensure and special permits.

3. Ensures accuracy of motor carrier information to allow further evaluation by safety enforcement personnel, highway patrol, and other state and federal agencies.
4. Prepares routine correspondence, authorizations and other documents pertaining to registrations, licenses and special permits to obtain clarification, missing information, or issuance of documents concerning carrier compliance.
5. Maintains correspondence and responses to telephone/special request inquiries concerning rules, regulations and other related issues.
6. Answers inquiries relating to registration, licensing, and special permit procedures, special programs, and fees.
7. Performs routine checks of assigned carriers to ensure compliance with all motor carrier programs.
8. Performs other responsibilities as required or assigned.