

# Missouri Department of Transportation

Code: R04636

Title: Support Services Manager

Exemption Status: Exempt

Grade: 17

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## Job Description

**Effective Date** 06-01-2011

**Replaces  
(Effective Date)** 04-01-2006

**General Summary** The support services manager serves as the district controller to ensure financial accuracy and provides internal control of assets; administers employee benefit programs. Responsibilities are performed under general supervision.

**Minimum/Required  
Qualifications** Bachelor's Degree: Accounting, Finance, Business Administration, or related field.  
Six years of experience in accounting, auditing or business analysis.

**Supervisory  
Responsibilities** Full Supervision

**Location** District Offices - Controller's Division

**Special Working  
Conditions/Job  
Characteristics** Job requires occasional, statewide, overnight travel.

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## Examples of Work

- (1) Manages a district operating and personal services budget that includes budget preparation, payroll, tracking, reporting, and budget analysis; assists with district business plans.
- (2) Administers district benefit programs; directs the training of staff and employees on utilizing the time keeping system, codes, and policies; conducts quality assurance reviews/reports to verify accuracy of data and compliance with policies and procedures related to payroll and benefits; ensures confidentiality of personal benefit information is maintained.
- (3) Administers district accounts payable operation that includes ensuring vendors are paid timely and properly; conducts quality assurance review/reports to verify accuracy of accounts payable data and compliance to policies and procedures; provides customer service to vendors regarding payment status.
- (4) Monitors the responsible use of assets to ensure consumable and fixed asset inventories are verified, tracked, and monitored to prevent loss, abuse, or waste; ensures that physical and spot audit inventories are completed and that records are updated accurately.
- (5) May serve as the district retirement contact to counsel potential and current retirees on retirement benefit options; completes retirement benefit estimates and appropriate paperwork for retirement candidates; coordinates death benefits due beneficiaries for life insurance and retirement survivor benefits.
- (6) Identifies department needs regarding policy improvement and changes; supervises and facilitates

training/communication of new policies, coding, and software changes.

- (7) May manage district worker's compensation claims; reviews employee injury reports, discusses claims with risk management section; determines employee work status and communicates worker's compensation policies and procedures to employees.
- (8) May supervise the maintenance of district office and grounds; may manage all district security needs; may also supervise the district information systems department.
- (9) Performs supervisory responsibilities in a manner consistent with the department's Affirmative Action Program.
- (10) 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.**