

# Missouri Department of Transportation

Code: R01393

Title: Motorist Assistance Shift Supervisor

Exemption Status: Non-Exempt

Grade: 12

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## Job Description

**Effective Date** 09-01-2014

**Replaces (Effective Date)** 01-01-2014

**General Summary** The motorist assistance shift supervisor coordinates and supervises the shift activities for motorist assistance crews and conducts field activities related to the motorist assistance program. Responsibilities are performed under moderate supervision.

**Minimum/Required Qualifications** High School Diploma or GED/HiSET  
Valid Class A or Class B Commercial Driver's License with no air brake restrictions and interstate status (either Excepted Interstate [EI] or Non-Excepted Interstate [NI]).  
Six years of experience in vehicle equipment repair, routine, or special maintenance.  
Successful completion of a work simulation examination and a medical-physical examination.

**Supervisory Responsibilities** Full Supervision

**Location** District Offices - Traffic

**Special Working Conditions/Job Characteristics** Job requires moderate physical activity.  
Job requires exposure to physical hazards, health and safety risks, and/or adverse or otherwise undesirable characteristics in the environment.  
Job may require operation of vehicles to plow snow and spread ice control materials.

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## Examples of Work

- (1) Coordinates, schedules and supervises motorist assistance crews; coordinates inspection of crew members' equipment and supplies before daily patrols.
- (2) Patrols high traffic roadways to keep traffic congestion, accidents and motorist delay time to a minimum; removes debris and disabled vehicles from roadway.
- (3) Performs minor vehicle repairs such as tire changes, broken fan belts and low fluids, for stranded motorists.
- (4) Provides traffic control during roadway incidents.
- (5) Evaluates employee performance and may make recommendations on employment, promotion, transfer, disciplinary action and discharge.
- (6) Trains operators on safety, equipment operation and traffic control procedures.
- (7) Coordinates with local police departments, highway patrol, fire departments and other first responders

during highway incidents.

- (8) Communicates with district maintenance and traffic personnel on signing, pavement and weather conditions.
- (9) Supervises the routine maintenance of assigned equipment and buildings; maintains inventories and procures equipment and supplies.
- (10) May occasionally participate in local safety awareness events, including speaking to the public or local news agencies.
- (11) Performs supervisory responsibilities in a manner consistent with the department's Affirmative Action Program.
- (12) 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.**