



JOB OPPORTUNITY ANNOUNCEMENT – MOTOR CARRIER SERVICES DIRECTOR

The Missouri Department of Transportation (MoDOT) is seeking applications for the Motor Carrier Services Director. Respond in strict confidence by submitting resume and cover letter by JUNE 26, 2019, to:

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MoDOT is a non-partisan state agency governed by the Missouri Highways and Transportation Commission (MHTC); a constitutional bi-partisan commission appointed by the Governor consisting of high-profile business and civic leaders. MoDOT is responsible for the major transportation mode alternatives available to Missourians.

REPORTING RELATIONSHIP: The Motor Carrier Services Director (MCS Director) reports to the Chief Safety and Operations Officer of MoDOT. This is a highly responsible senior management/division leader level position serving under the leadership of the Chief Safety and Operations Officer, but with significant independence and authority. The MCS Director is primarily responsible for planning, organizing, and delivering motor carrier services support programs, including registration, fuel tax, regulation, enforcement, and educational outreach activities, with a statewide team of approximately 80 employees.

PRINCIPAL RESPONSIBILITIES: The MCS Director delivers outstanding customer service and provides leadership and direction to a highly customer-focused team that services motor carriers in the areas of motor carrier registration, fuel tax, regulatory compliance and safety inspection, and other enforcement and audit programs. The MCS Director works collaboratively with the motor carrier services division team and MoDOT's district and division operations teams to provide outstanding customer service to motor carriers, to ensure safe and efficient movement of goods, and to keep motor carriers and the traveling public safe. The MCS Director is responsible for managing complex technology systems, a call center operation, and revenue collection processes associated with services delivery. The MCS Director serves as a champion, change agent, results driver, and key public relations agent on motor carrier issues and other major organizational issues as needed. The MCS Director represents MoDOT when communicating with internal and external customers, stakeholders, legislators, and other state agencies about motor carrier programs and represents the department and industry as a voting member in International Registration Plan (IRP) and International Fuel Tax Agreement (IFTA). The MCS Director recommends, develops, and monitors changes to state and federal legislation and rules and regulations relating to motor carrier programs, and provides direction for the development of outreach programs to educate the motor carriers on the state and federal requirement for legal operation in the state.

EDUCATION AND EXPERIENCE: A Bachelor's Degree in Business Administration, Public Administration, Civil Engineering, or related field is required.

Over nine years of experience in leading and directing customer focused services delivery, including at least five years supervisory experience. Experience with regulation and enforcement relating to motor carrier services, transportation services, or other related operations is preferred.

Demonstrated experience in managing complex and diverse internal operations as well as evidenced success at achieving real results through the use of innovation and effective partnering is a plus.

At least five years of progressively responsible management experience including:

- Proven leadership skills, including a positive history of working collaboratively to establish rapport and credibility among staff and multiple stakeholders. Working with elected officials is a plus.
- Established track record of effective use of organizational performance management practices, innovation, and accountability measures.

PERSONAL ATTRIBUTES: A person of high personal integrity and compassion, and the willingness to embrace and model MoDOT's departmental values, who trusts and empowers employees, and who understands and fosters inclusiveness.

A results-oriented personality with strong energy and drive, who is people focused, bold in the approach to innovation and change, an excellent public speaker, and who can exude a calm, but direct demeanor when communicating tough decisions and handling difficult situations.

A high degree of political acumen including tact, diplomacy, and the people skills necessary to negotiate with the various constituencies impacting the position and the work of the department.

Equal Employment Opportunity/Affirmative Action Employer, M/F/D/V