

Missouri Department of Transportation Job Description

Job Title: Motorist Assistance Operator

Title Code: R01392

Salary Grade: 5

Exemption Status: Non-Exempt

Supervisory Responsibilities: None

District/Division: District Offices - Traffic

Effective Date: 09-01-2026

Replaces (Effective Date): 12-16-2024

General Summary

The motorist assistance operator promotes freeway safety and expedites the flow of high volume traffic by assisting disabled motorists in the patrol areas, clearing roadways of stalled vehicles and debris, and assisting emergency personnel at accident locations. Responsibilities are performed under moderate supervision.

Minimum/Required Qualifications

- High School Diploma or GED/HiSET.
- Four years of experience in equipment, routine, or special maintenance.
- Successful completion of a work simulation examination and a medical-physical examination.

Special Working Conditions/Job Characteristics

- Job requires heavy physical exertion and effort.
- 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.

Examples of Work

1. Assists motorists with minor vehicle problems such as tire changes, broken fan belts, low fluids, dragging tailpipe/muffler and dead battery; provides state maps, travel information, telephone use, flares, tool use, and short distance transportation.
2. Patrols/responds to high traffic roadways to keep traffic congestion, accidents, and delay time to motorists at a minimum; removes debris and disabled vehicles from roadway.

3. Prepares reports on responses to motorist assistance calls, daily activities, and equipment usage.
4. Responds to emergency situations on roadways and provides traffic control; communicates with medical and/or law enforcement personnel.
5. Communicates with district maintenance and traffic personnel on signing, pavement, and weather conditions; photographs and reports on property damage.
6. Cleans and performs routine maintenance on assigned vehicles; keeps vehicles stocked with necessary supplies.
7. Performs other responsibilities as required or assigned.