

Missouri Department of Transportation Job Description

Job Title: Motorist Assistance Shift Supervisor

Title Code: R01393

Salary Grade: 7

Exemption Status: Non-Exempt

Supervisory Responsibilities: Supervisory

District/Division: District Offices - Traffic

Effective Date: 09-01-2026

Replaces (Effective Date): 10-16-2025

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.
- Six years of experience in vehicle equipment repair, routine, or special maintenance.
- Successful completion of a work simulation examination and a medical-physical examination.

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.

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.
12. Performs other responsibilities as required or assigned.