

## **Missouri Department of Transportation**

**Code: R01008**

**Title: Motor Carrier Services Assistant**

**Exemption Status: Non-Exempt**

**Grade: 3**

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### **Job Description**

<b>Effective Date</b>	01-01-2014
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<b>Replaces (Effective Date)</b>	08-01-2004
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<b>General Summary</b>	The motor carrier services assistant provides customer support in the areas of receipting monies and account collection; producing billing invoices; tracking, logging, and issuing licenses and decals; and electronically scanning documents for processing and historical archiving. Responsibilities are performed under direct supervision.
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<b>Minimum/Required Qualifications</b>	High School Diploma or GED/HiSET
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<b>Supervisory Responsibilities</b>	None
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<b>Location</b>	Central Office - Motor Carrier Services
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<b>Special Working Conditions/Job Characteristics</b>	
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### **Examples of Work**

- (1) Reviews, analyzes, and reconciles spreadsheets and transmittals to ensure accurate payments to jurisdictions; prepares jurisdiction letters and assembles transmittals for mailing; reviews and verifies accuracy on a specified percentage of incoming jurisdiction transmittals.
- (2) Assists customers with business needs, collection of payments, and alternative payment types; maintains daily accountability for cash register amounts and ensures proper safeguards/procedures are followed; produces billing invoices and computes return tax assessments.
- (3) Prepares carrier account folders for records center and mail carrier billing invoices; copies and distributes audits received to appropriate staff; generates, processes, and distributes reports to applicable staff.
- (4) Identifies monies received to ensure that deposits are made to appropriate state accounts or the State Treasurer's Office; matches available data to resolve unidentified amounts; maintains reports, spreadsheets, and applicable forms; reviews all outstanding monetary amounts to determine refunds due; processes refunds in state accounting system and prepares vouchers and remittance information for final mailing; processes collection letters for delinquent accounts and may discuss debt resolutions with customer.
- (5) Records permit sales in state accounting system; receipts monies received from various registration programs, ensuring accurate matches between payments received and data entered; reviews and researches payment information in the mainframe system.

- (6) Documents Highway Fund refunds through data entry into spreadsheet/database system; processes Highway Fund refunds in state accounting system; maintains accurate files for historical reference.
- (7) Enters data for credential issuance and fuel tax reporting; issues licenses and decals and tracks shipments as needed; evaluates customer tax returns to ensure proper processing; corresponds with customers to obtain clarification of missing or inaccurate information.
- (8) Maintains inventory of carrier license plates and various forms/supplies required for credential issuance; maintains records of credentials issued.
- (9) Performs electronic scanning of documents for work-list processing and historical archiving following established procedures and guidelines.
- (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.**