

Missouri Department of Transportation

Code: R01007

Title: Motor Carrier Agent

Exemption Status: Non-Exempt

Grade: 2

Job Description

Effective Date 10-01-2022

**Replaces
(Effective Date)** 07-01-2022

General Summary The motor carrier agent evaluates and issues routine motor carrier/commercial motor vehicle registration, licensure, and/or special permits. Responsibilities are performed under direct supervision.

**Minimum/Required
Qualifications** High School Diploma or GED/HiSET
Two years of general clerical experience including typing and/or word processing responsibilities.

**Supervisory
Responsibilities** None

Location Central Office - Motor Carrier Services

**Special Working
Conditions/Job
Characteristics** Customer service skills or experience is preferred.

Examples of Work

- (1) Evaluates routine overweight, overdimension and blanket permit requests received by mail, phone, or in person for completeness, insurance coverage, remittance, and feasibility or for potential issues involving desired routes; issues/denies permits based on evaluation.
- (2) Obtains information from customers via telephone, mail, computer, or in person to accurately analyze data as required by national/international agreements and federal/state requirements to complete motor carrier/commercial motor vehicle requests for registration/licensure and special permits.
- (3) Ensures accuracy of motor carrier information to allow further evaluation by safety enforcement personnel, highway patrol, and other state and federal agencies.
- (4) Prepares routine correspondence, authorizations and other documents pertaining to registrations, license and special permits to obtain clarification, missing information, or issuance of documents concerning carrier compliance.

- (5) Maintains correspondence and responses to telephone inquiries concerning rules, regulations and other related issues.
- (6) Answers inquiries relating to registration, licensing, and special permit procedures, special programs, and fees.
- (7) Performs routine checks of assigned carriers to ensure compliance with all motor carrier programs.
- (8) 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.