

Missouri Department of Transportation

Code: R01287

Title: Senior Motor Carrier Agent

Exemption Status: Non-Exempt

Grade: 6

Job Description

Effective Date 10-01-2022

Replaces
(Effective Date) 07-01-2022

General Summary The senior motor carrier agent leads other motor carrier agents in the evaluation and issuance of motor carrier/commercial motor vehicle registration, licensure, and special permits. Responsibilities are performed under moderate supervision.

Minimum/Required Qualifications High School Diploma or GED/HiSET
Four years of experience in motor carrier registration, permit related responsibilities, customer service or related internal and/or external experience.

Supervisory Responsibilities Lead Worker Only

Location Central Office - Motor Carrier Services

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

Examples of Work

- (1) Evaluates 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 route; issues/denies permits based on evaluation.
- (2) Evaluates and issues/denies pre-issued, multi-jurisdiction, and house moving permits.
- (3) Analyzes excessive overweight/overdimension load requests for accuracy and feasibility of desired travel route; submits axle weights, axle spacings, and desired travel route to engineering personnel for structural analysis; alerts district representatives and informs customer of approval and any additional requirements/restrictions to be met.
- (4) Maintains and updates vertical clearance, weight maps, road restrictions, and confidential codes for permits; assists with auditing requirements; creates and distributes reports as requested.

- (5) 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.
- (6) Interprets and explains state statutes, department rules, policies, and compliance requirements for obtaining and maintaining registration, licenses, and special permits to applicants, motor carriers, transportation industry representatives, officials from other jurisdictions, legal and enforcement personnel, motor carrier staff, and the general public.
- (7) Ensures accuracy of motor carrier information to allow further evaluation by safety enforcement personnel, highway patrol, and other state and federal agencies.
- (8) 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.
- (9) Maintains correspondence and responses to telephone inquiries/special requests concerning rules, regulations and other related issues.
- (10) Answers inquiries relating to registration, licensing, and special permit procedures, special programs, and fees.
- (11) Performs routine checks of assigned carriers to ensure compliance with all motor carrier programs.
- (12) Performs lead worker responsibilities, which may include providing general instruction, assigning and reviewing work, coaching and training, and providing guidance and instruction in the proper and most efficient methods of accomplishing tasks.
- (13) 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.