



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 307.2

Job Title: **REGULATORY MANAGER**

Pay Grade: 24

### **GENERAL SUMMARY:**

Supervises and coordinates activities in the regulation of vehicles for hire.

### **RESPONSIBILITIES:**

- Develops and implements division operating policies and procedures from policies originated by the Mayor or department administration.
- Coordinates, reviews and evaluates division operations, facilities and personnel; evaluates individual and group efficiency and performance; recommends improvements.
- Develops and organizes division projects and studies as requested.
- Responds to complaints, problems, and requests from citizens, customers, city officials and outside agencies.
- Monitors state and federal legislative activity which impacts division operations; initiates necessary actions.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a Bachelor's degree in Business Administration, Public Administration or a related field.

#### **EXPERIENCE:**

Two years of professional work experience in transportation licensing/regulation, or a closely related field, are required.

#### **COMPLEXITY:**

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and precedents, and in adapting standard methods to fit facts and conditions.

#### **IMPACT OF ACTIONS:**

Errors in work could lead to significant expense and inconvenience. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives and organizing work.

## **SPECIFICATIONS: (continued)**

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

Involves scheduling, supervision and evaluation of work as an Assistant Manager or the equivalent over the first-line supervisors (and non-supervisors, if applicable). This position strongly requests personnel actions such as hirings, terminations, pay changes.

#### **Indirect Supervision:**

Involves supervision and evaluation of work as an Assistant Manager or the equivalent.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

#### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

### **PHYSICAL EFFORT:**

The position is physically comfortable, the individual has discretion about walking, standing, etc.

### **WORK ENVIRONMENT:**

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

### **PHYSICAL SKILL:**

Requires the ability to make simple gross motor responses within large tolerances.

### **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

### **JOB FAMILY:**

Regulatory Investigator  
Senior Regulatory Investigator  
Regulatory Supervisor  
Regulatory Manager

*Effective: October 1990*

*Revised: August 1993*