



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 391.5

Job Title: **REGULATORY INVESTIGATOR**

Pay Grade: 11

GENERAL SUMMARY:

Enforces city transportation section ordinances regulating the operation of vehicles-for-hire by performing required safety and compliance inspections and issuing the prescribed permits and licenses.

RESPONSIBILITIES:

- Examines and verifies information on applications for taxicab and wrecker licenses and permits; issues appropriate licenses/permits.
- Inspects vehicles-for-hire as required by ordinance.
- Administers examinations to newly approved applicants for taxicab licenses.
- Verifies, updates and inputs vehicle inspection data into proper computer data file.
- Investigates public complaints regarding vehicles covered by city transportation section ordinances; conducts personal interviews with the parties concerned; prepares written reports of the incidents.
- Issues citations to transportation code violators; testifies in Municipal Court as required.
- Answers questions concerning ordinances and inspections from the public and industry.
- Performs special office assignments as requested, i.e., general office duties, courier tasks, and data research for various reports and surveys.

SPECIFICATIONS:

KNOWLEDGE:

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED. May require a valid Class C Texas driver's license and compliance with the City of Houston's policy on driving.

EXPERIENCE:

Six months of work experience in document research, investigations, or a related field are required.

COMPLEXITY:

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with the clerical and technical staffs. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

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 involves routine information exchange and/or simple service activity that requires common courtesy; e.g., directing calls, and answering simple questions.

PHYSICAL EFFORT:

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

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

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