



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 307.1

Job Title: **REGULATORY SUPERVISOR**

Pay Grade: 20

GENERAL SUMMARY:

Supervises and coordinates enforcement of city transportation section ordinances regulating the operation of vehicles for hire.

RESPONSIBILITIES:

- Supervises field inspectors and office staff involved in enforcing city ordinances regulating the operation of vehicles-for-hire.
- Reviews, interprets, recommends changes and implements division policies and procedures.
- Reviews and renews applications and authorization permits, i.e., charter/sightseeing vehicles, limousines, school buses/vehicles, scheduled ground transportation (SGT) vehicles, and driver's licenses for taxicab and wrecker operators.
- Assists with approval for insurance and bonds for wreckers, charter/sightseeing vehicles, limousines, school buses/vehicles, and SGT vehicles.
- Schedules inspection dates for permitted vehicles-for-hire.
- Maintains a daily collections log; balances daily revenue.
- Maintains inventory of City vehicles assigned to department personnel.
- Maintains an inventory of supplies issued to field inspectors.
- Reviews complaints and assigns field inspectors to perform investigations.
- Represents city in license and permit denial hearings.

SPECIFICATIONS:

KNOWLEDGE:

Requires a related Associate's degree or the equivalent.

EXPERIENCE:

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

Directly related experience may be substituted for the education requirement on a year-for-year basis.

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.

SPECIFICATIONS: (continued)**IMPACT OF ACTIONS:**

Errors could lead to moderate expenses and inconveniences. 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.

SUPERVISION EXERCISED:**Direct Supervision:**

Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations, pay changes of non-supervisory personnel.

Indirect Supervision:

No indirect reports.

CONTACTS:**Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. 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 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 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 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: February 2022