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 including regulating the operation of vehicles for hire, the enforcement of city business permit/license ordinances regulating various commercial permits, or the enforcement of city parking section ordinances.

RESPONSIBILITIES:

- Supervises regulatory investigators and office staff involved in enforcing city ordinances including regulating the operation of vehicles-for-hire, business licenses, or enforcement of city parking ordinances and related matters.
- Reviews, interprets, recommends changes and implements division policies and procedures.
- Schedules location inspections for Texas Alcohol Beverage Commission as assigned.
- Schedules inspection dates for permitted vehicles-for-hire as assigned.
- Maintains a daily collection's log; balances daily revenue as assigned.
- Maintains inventory of City vehicles assigned to department personnel.
- Maintains an inventory of supplies issued to regulatory investigators.
- Reviews complaints and assigns regulatory investigators to perform investigations.
- Represents city in license and permit denial hearings or tow hearings.
- Trains new employees.

SPECIFICATIONS:

KNOWLEDGE:
Requires a related Associate's degree or the equivalent.

EXPERIENCE:
Two years of experience in transportation licensing/regulation, or a related field, are required. Experience may be substituted for education 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. Can include routine exposure to significant levels of heat, cold, moisture and air pollution.

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 2022