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 as assigned. Enforces the City Parking Ordinance by patrolling, providing parking advice, assistance and information to resolve issues. Issues citations and immobilizes vehicles according to Divisional policies and procedures as assigned. Enforces the City business permit/license ordinances regulating various commercial permits by conducting locations verifications and issuing citations.

RESPONSIBILITIES:

- Examines and verifies information on applications for vehicles-for-hire or business licenses and permits; issues appropriate licenses/permits as assigned.
- Inspects vehicles-for-hire as required by ordinance as assigned.
- Performs location verification checks as required by ordinance as assigned.
- Verifies, updates and inputs vehicle inspection data or parking occupancy data into proper computer data file as assigned.
- Investigates public complaints regarding vehicles covered by city transportation or parking section ordinances; conducts personal interviews with the parties concerned; prepares written reports of the incidents.
- Investigate public complaints regarding Business licenses and permits related to alcohol certification for Texas Alcoholic Beverage Commission as assigned.
- Issues citations to transportation, business license or parking code violators; testifies in Municipal Court as required.
- Examines and verifies the validity of on-street parking permit credentials and performs temporary meter closures based on issued permits as assigned.
- Answers questions concerning ordinances and inspections from the public and industry.
- Issues citations for parking violations observed within assigned route.
- Investigates and tows abandoned vehicles as required.
- 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 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.

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. Can include routine exposure to significant levels of heat, cold, moisture and air pollution.

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 2022
Revised: March 2025