



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 536.1

Job Title: **GROUND TRANSPORTATION REPRESENTATIVE**

Pay Grade: 8

GENERAL SUMMARY:

Provides service to travelers. Keeps records of ground transportation transactions.

RESPONSIBILITIES:

- Assists customers in securing transportation.
- Monitors ground transportation vehicles to ensure compliance with rules and regulations.
- Sells trip tickets to and collects them from taxicab drivers and issues permits.
- Completes invoices for ground transportation for revenue collected. Maintains a daily log of calls and transactions.
- Dispatches taxicabs at customers' requests and posts taxicabs at staging points. Checks and logs all taxicabs and keeps a roster of this line-up.
- Communicates with dispatchers to relay taxicabs, assists passengers and determines traffic conditions. Uses maps and directories to assist customers.

SPECIFICATIONS:

KNOWLEDGE:

Ability to read, write, add, subtract and follow oral and/or basic written instructions as might normally be acquired through 9 to 11 years of formal schooling. No special knowledge of any subject area or technical field is required.

EXPERIENCE:

Six months of work experience are required.

COMPLEXITY:

Work consists of routine and repetitive tasks, processes or operations requiring the selection and execution of simple actions.

IMPACT OF ACTIONS:

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under close supervision of simple routine duties to ensure completion; or tasks are so highly routine that they may simply require following standardized instructions without continuous direct supervisory observation.

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 information exchange and/or simple service activity requiring moderate tact and cooperation.

PHYSICAL EFFORT:

The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:

There are routine discomforts from exposure to moderate heat, cold, moisture/wetness and unpleasant air conditions. The position may involve routine exposure to soiled materials and light chemical substances such as cleaning solutions.

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:

Ground Transportation Representative

Effective: October 1990