CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 544.2

Job Title: **TRAFFIC INVESTIGATOR**

Pay Grade: 12

GENERAL SUMMARY:

Under supervision, investigates traffic conditions to recommend appropriate traffic signs and devices using established research and measurement methods and by communicating with and gathering information from the public, departments, and other groups.

RESPONSIBILITIES:

- Conducts field investigations of customer service requests for traffic signs and devices submitted through 311 or email.
- Observes, collects and records information on traffic conditions, i.e., takes measurements and counts, interviews citizens, etc.
- Engages with public to ensure reported concerns are clearly understood and serviced appropriately.
- Recommends and issues work order drawings for required traffic signs/controls and pavement markings within standards and procedures.
- Performs field investigations to ensure traffic signs, controls and markings are installed according to work orders and standards and addresses the traffic conditions.
- Utilizes the work order management and mobile applications when performing field investigations.
- Observes and follows all safety procedures and precautions in the operation of equipment/tools at worksite.
- May perform other duties as assigned.

SPECIFICATIONS:

KNOWLEDGE:
Requires a high school diploma or a GED.

EXPERIENCE:
Six months of experience performing field work related to traffic or traffic signs/devices, or work related to traffic studies are required.

An Associate's degree or higher in Drafting, Construction Management or a field related to the work being performed may substitute for the education and experience requirements.

SPECIFICATIONS: (continued)

LICENSE:
Requires a valid Texas driver's license and compliance with the City of Houston's policy on driving.

COMPLEXITY:
Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions.

IMPACT OF ACTIONS:
Errors in work typically lead to minor inconvenience and costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by or available to answer questions.

SUPERVISION EXERCISED:

Direct Supervision:
No direct report employees.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with technical staffs. Interaction involves routine information exchange and/or 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 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 occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

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:
Traffic Investigator
Senior Traffic Investigator
Traffic Investigator Supervisor

Effective: October 1990
Revised: November 2024