CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 544.3

Job Title: **SENIOR TRAFFIC INVESTIGATOR**

Pay Grade: 15

GENERAL SUMMARY:

Coordinates the investigation and observation of traffic conditions to recommend appropriate traffic signs and devices for safe vehicular and pedestrian movement.

RESPONSIBILITIES:

- Coordinates and/or conducts field investigations of customer service requests for traffic signs and devices submitted through 311 or email. May lead a crew and monitor work assignments.
- 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.
- Submits work order drawings for the installation or removal of traffic signs/controls and pavement markings in accordance with the Texas Manual on Uniform Traffic Control Devices and standard operating 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.
- Provides status reports to supervisor and other affected departments/agencies. Assists supervisor with updates to productivity reports and trackers.
- May provide on-the-job training to Traffic Investigators.
- Observes and follows all safety procedures and precautions in the operation of equipment/tools at worksite.

SPECIFICATIONS:

KNOWLEDGE:
Requires a high school diploma or a GED.

EXPERIENCE:
Two years of experience in traffic and street utilization investigations are required.

An Associate's degree in Drafting, Construction Management or a field related to the work being performed may substitute for two year of the education requirement. A Bachelor's degree in 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 standard procedures and tasks where analytic ability is required in following guidelines, policies and procedures.

IMPACT OF ACTIONS:
Errors in work lead to moderate expenses and inconveniences. 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:
May involve general scheduling and review or works as a "working supervisor" or lead person.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with technical staffs and occasionally 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 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 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