



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 653.1

Job Title: **MOBILITY SERVICE OFFICER**

Pay Grade: 12

GENERAL SUMMARY:

Expedites the flow of vehicular traffic by directing traffic and reporting mobility issues at locations through the city suffering acute traffic congestion.

RESPONSIBILITIES:

- Responds to locations throughout the city to manually direct and expedite the flow of vehicular traffic.
- Monitors major thoroughfares and intersections throughout the city to identify and report inefficient or faulty traffic signal timing and sequencing issues.
- Seeks out, remedies, and/or reports roadway hazards that impede the normal traffic flow, such as roadway signage, intersection sight obstructions, low tree branches, and impaired drivers.
- Responds to minor traffic accidents to direct and expedite the flow of traffic and to distribute State of Texas Driver's Crash Reports (driver self-reporting forms).
- Collaborates with and assists personnel in the Public Works and Engineering Department by identifying and reporting mobility issues.
- May enforce municipal parking regulations.
- Directs traffic at designated problem areas and major events.
- Operates moped/motor-scooter as primary means of transportation.
- Performs miscellaneous tasks as assigned.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

EXPERIENCE:

One year of general, construction or law enforcement traffic direction experience is preferred. Must have prior experience operating a moped, motor scooter or motorcycle.

LICENSE:

Must have a valid Texas driver's license and comply with the City of Houston's policy on driving. Preference may be given to applicants with prior experience operating a moped, motor scooter or motorcycle.

Must possess or pass a "Class "M" Driver's License course. If you do not possess a Class "M" License, must attend and pass a state approved motorcycle safety licensing course and exam.

SPECIFICATIONS: (continued)

COMPLEXITY:

Work consists of fairly standard procedures and tasks where simple analytical ability is required, as in the comparison of numbers and fundamental facts in selecting the correct action.

IMPACT OF ACTIONS:

Errors in work could lead to minor 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:

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 requires occasional heavy lifting, such as moving road construction barrels, and lifting scooter (up to 60 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:

There are routine exposures to significant levels of heat, cold, moisture and air pollution. The position may involve periodic exposure to chemical substances and physical trauma of a minor nature such as cuts, bruises and minor burns.

PHYSICAL SKILL:

Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands; or the ability to make rapid closely coordinated eye/hand movements on a patterned response space within somewhat fine tolerance demands; or the ability to make coordinated eye/hand movements within fine tolerance with large equipment as an extension of the work.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

MOBILITY SERVICE OFFICER

Effective: March 24, 2007