

**NEW YORK CITY TAXI AND LIMOUSINE COMMISSION
CITYWIDE JOB VACANCY NOTICE**

Civil Service Title:	Principal Administrative Associate	Level:	1
Title Code:	10124	Work Location:	32-02 Queens Boulevard LIC, N.Y. 11101
Office Title:	Licensee Support/Customer Services	Salary:	\$36,965 - \$54,149 (New Hire) \$42,510 - \$54,149 (Incumbent)
Division/Work Unit:	Licensing and Standards	No. of Positions:	1

JOB DESCRIPTION

The New York City Taxi and Limousine Commission (TLC) is the City agency responsible for oversight of the for-hire vehicle industries in New York City including yellow medallion taxis, community car services and livery cars, black car services, luxury limousines, commuter vans and paratransit services. Combined, the TLC regulates industries that are responsible for over 500,000 daily trips, serving over 1,000,000 passengers. Our role is to ensure that each passenger's riding experience is safe, comfortable and convenient. The TLC's Licensing and Standards Division is responsible for the review and credentialing of all members of TLC-regulated industries ranging from yellow taxi drivers to commuter van base owners. The Division strives to provide a high level of customer and client services for our licensees so that they can provide a safe, comfortable and convenient ride for their passengers.

The Division of Licensing and Standards is looking for individuals who are interested in working directly with the public in a hands-on environment. You will be working with both new and existing applicants in order to ensure that they are receiving the best possible information and their licensing experience is a positive one and the process moves efficiently. The successful candidates should have a positive demeanor; enjoy direct interaction with the public as well as being able to communicate effectively. Candidates will be asked to comment on forms and process as the design and simplification of the forms and documents with which the TLC communicates with our applicants and licensees will fall under this area.

Specific responsibilities (with strong technical/computer skills) will include:

- Working directly with the public in a hands-on, direct service provider to customer environment, providing and disseminating information and handling customer questions and concerns efficiently and effectively.
- Working with Division staff to implement new customer-service oriented initiatives, various special projects providing guidance to Division personnel in planning out new re-engineering initiatives and assessing their impact and effectiveness in the customer contact and licensing process.
- Working with Agency Call Center and Licensing Division personnel, utilizing strong skill sets in Word, Visio, Powerpoint and Adobe Professional, to develop forms and procedural guidelines that address issues, topics and concerns that are identified in contacts with prospective and current licensees.

QUALIFICATION REQUIREMENTS

1. A baccalaureate degree from an accredited college and three years of satisfactory, full-time progressively responsible clerical/administrative experience, one year of which must have been in an administrative capacity or supervising staff performing clerical/administrative work of more than moderate difficulty; or
2. An associate degree or 60 semester credits from an accredited college and four years of satisfactory, full-time progressively responsible experience as described in "1" above; or
3. A four-year high school diploma or its educational equivalent and five years of satisfactory, full-time progressively responsible experience as described in "1" above; or
4. Education and/or experience equivalent to "1", "2" or "3" above. However, all candidates must possess the one year of administrative or supervisory experience as described in "1" above. Education above the high school level may be substituted for the general clerical/administrative experience (but not for the one year of administrative or supervisory experience described in "1" above) at a rate of 30 semester credits from an accredited college for 6 months of experience up to a maximum of 3 ½ years.

New York City Residency Required

PREFERRED SKILLS

- Minimum of 1-3 years experience in a relevant field, preferably local government.
- Strong interpersonal and teamwork skills.
- Ability to adapt to a fluid work environment and changing needs and priorities.
- Background in implementation of re-engineering or innovation initiatives.
- Strong analytical skills and the capacity to identify emerging issues and develop effective and creative solutions.
- Skilled in effective, clear and persuasive oral and written communications. A candidate's bi-lingual ability will be a strong component in the selection process.
- Strong computer and technical skills including but not limited to Word, Excel, Access, Powerpoint, Project and Visio.

To apply, please submit 2 copies of resume and 2 copies of cover letter to:

NYC Taxi and Limousine Commission

Carmen Rojas

Human Resources Department

40 Rector Street - 5th Floor

New York, New York 10006

Post Date: July 30, 2008	Post Until: August 20, 2008	JVN: 156-2009-001795
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The NYC Taxi and Limousine Commission is an Equal Opportunity Employer