

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

Civil Service Title: Principal Administrative Associate Level: I
Title Code: 10124 Work Location: 40 Rector Street
New York, N.Y. 10006
Office Title: Constituent Relations Analyst Salary: \$34,351 - \$50,320 (New Hire)
\$39,504 - \$50,320 (Incumbent Rate)
Division/Work Unit: Office of the First Deputy Commissioner/ No. of Positions: 1
Constituent Management

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, livery cars, and various other types of vehicles. Combined, 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 Constituent Relations Analyst will join the TLC at an exciting time of transition and growth. Since June 2004, we have hired a host of new staff members who have embarked on a series of service-oriented initiatives and implemented various administrative and operational reforms. The agency expects to continue this trend with several major projects on the horizon including a full-scale assessment and reform of the rules and regulations governing the transportation services provided by our licensees, implementation of technology-based customer service improvements in all 13,000 yellow medallion taxis, and continued innovation of the agency's day-to-day operations.

The TLC is looking for smart, motivated individuals with a passion for public service that can help make all of this happen. The Constituent Relations Analyst will be part of a small staff reporting directly to the Director of Constituent Affairs. The role of this office is to act as a liaison and bridge between the TLC and its numerous stakeholders including regulated industries, the riding public, government agencies, elected officials and the general public. Specific responsibilities will include:

- Working with senior and operational staff to identify and implement legislative and regulatory initiatives.
- Review, analyze and recommend response to legislative and regulatory proposals.
- Liaison with elected officials and community groups regarding TLC-related issues.
- Undertake and assist in economic analyses of various TLC regulated industries such as industry "balance sheets," passenger assessments, etc.

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.

NYC Residency Required

PREFERRED SKILLS

- Minimum of 2-3 years experience in a relevant field, preferably local government or other large and complex organizations.
- Experience and enthusiasm for working with the public.
- Ability to analyze legislation and regulations and other actions that impact the TLC.
- Capacity to identify emerging issues and develop effective and creative solutions.
- Effective, clear and persuasive oral and written communications.

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

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| Post Date: March 12, 2007 | Post Until: April 2, 2007 | 156-07-17 |
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The NYC Taxi and Limousine Commission is an Equal Opportunity Employer