

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

Civil Service Title:	Community Associate	Level:
Title Code:	56057	Work Location: 40 Rector Street New York, N.Y. 10006
Office Title:	Assistant Director	Salary: \$29,882 - \$49,730 (New Hire) \$34,364 - \$49,730 (Incumbent Rate)
Division/Work Unit:	Call Center and Correspondence Unit	No. of Positions: 1

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**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 New York City Taxi & Limousine Commission (TLC) has a centralized call center that is connected to the Citywide Services Center, 311, and Correspondence Unit. The call center and correspondence unit provide assistance and information to two diverse groups: the general riding public and TLC licensees. We are looking for highly motivated individuals that enjoy the challenges and rewards of working with the public and providing excellent customer service. Candidates should be committed to providing service to the public while understanding the dynamics of a call center's overall functionality; which includes a clear and accurate display of customer service while meeting internal performance goals.

The Assistant Director of the Call Center and Correspondence Unit will work directly for the Executive Director. He/she will help supervise this division by:

- √ Assigning and tracking correspondence.
- √ Running statistical reports from the Call Center information system.
- √ Liaising with other agency units to keep abreast of TLC rules and regulations, report on division activity and collect data.
- √ Following up on phone calls, inquiries and complaints as needed.
- √ Collecting and analyzing data regarding comments, complaints and compliments.
- √ Tracking and reporting on data trends in order to better serve both licensees and the riding public.

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**QUALIFICATION REQUIREMENTS**

- 1) High school graduation or equivalent and three years of experience in community work or community centered activities in an area related to the duties described above; or
- 2) Education and/or experience which is equivalent to "1" above.

NYC Residency Required

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**PREFERRED SKILLS**

- √ Supervisory experience.
- √ Excellent writing, communication and organizational skills.
- √ Aptitude for problem-solving.
- √ Ability to multi-task and work in a fast-paced environment.
- √ Proficiency in Microsoft Office including Access, Excel, Word and Outlook. Knowledge of Siebel is a plus.
- √ Understanding of confidentiality of personnel issues and documents.
- √ Comfortable working with diverse clientele.

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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 - 5<sup>th</sup> Floor  
New York, New York 10006

Post Date: September 21, 2007	Post Until: October 12, 2007	156-08-07
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The NYC Taxi and Limousine Commission is an Equal Opportunity Employer