

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

Civil Service Title:	Clerical Aide	Level:	
Title Code:	10250	Work Location:	32-02 Queens Boulevard LIC, N.Y. 11101
Office Title:	Customer Service Clerk	Salary:	\$12.58/hour - \$17.52/hour (New Hire) \$14.47/hour - \$17.52/hour (Incumbent) Per Diem
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. In total, there are 14 different license types with over 125,000 licensees managed by the Division. The Division is responsible for developing and setting applicant standards, accepting and evaluating applicant submissions and ensuring that licensees maintain the high standards of conduct established by the TLC through proactive compliance monitoring of licensing requirements. 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.

Specific responsibilities will include:

- Processes applications, fees and relevant documents for licensing.
- Provides customer service to current and prospective licensees, at the counter or in the back office while utilizing TLC databases, rules and information.
- Reviews all information for compliance with agency rules and regulations.
- On a timely basis, performs data entry and retrieval.
- Performs clerical work pertaining to the sorting of records, files, and reports using alphabetical and numerical procedures to organize large volumes of files.

PREFERRED SKILLS

- Excellent communication skills.
- Strong interpersonal and teamwork skills.
- Ability to adapt to a fluid work environment and changing needs and priorities.
- Experience in customer service.
- Computer literacy, including the use of Microsoft applications.
- Data entry experience.
- Detail oriented and strong organization skills.

QUALIFICATION REQUIREMENTS

There are no formal education or experience requirements.

New York City Residency Required

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: August 29, 2008	Post Until: September 19, 2008	JVN: 156-09-01
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The NYC Taxi and Limousine Commission is an Equal Opportunity Employer