

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

Civil Service Title:	Customer Information Representative	Level: I
Title Code:	60888	Work Location: 32-02 Queens Boulevard LIC, N.Y. 11101
Office Title:	License Fitness Clerical Support	Salary: \$31,644 - \$50,850 (new hire) \$34,017 - \$50,850 (incumbent)
Division/Work Unit:	Licensing and Standards	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 and livery cars, black car services, luxury limousines, commuter vans and paratransit services. 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 150,000 licensees managed by the Division. The Division is responsible for developing and setting applicant standards and accepting and evaluating applicant submissions.

Under the direction of the Licensing Standards Fitness Review Supervisor, organizes and reviews application records and researches and retrieves record information, performs quality review of forms and applications and responds to telephone and correspondence requests for information requiring research. Specific responsibilities will include:

- Check applications for completeness and false statements by reviewing and comparing application answers to official records.
- Review and request DMV Records or probation reports where necessary.
- Assist with the review of all Criminal/Violation/Infractions and request dispositions from applicant, where necessary.
- Review TAMIS record for applicant and provide all needed printouts on all current or prior licenses held or prior applications submitted including copies of any prior recommendation(s) and decision(s).
- Prepare application cover sheets and coordinate and assist in interview appointment scheduling and management.
- Maintain Reports on Application Approvals/Denials and provide support to Interviewing personnel.
- Prepare Warrant Clearance Review Cover sheets where necessary.
- Data entry as required in one or more systems used for the interview or license approval process. This includes scheduling, tracking and recommendation/decision software as well as all TLC mainframe systems.

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**QUALIFICATION REQUIREMENTS**

1. A baccalaureate degree from an accredited college; or
2. An associate degree from an accredited college and two years of satisfactory, fulltime experience responding to inquiries in a customer service, help desk or public relations capacity, utilizing computers and information technology; or
3. A four-year high school diploma or its educational equivalent and four years of the satisfactory, full-time experience described in "2" above; or
4. A satisfactory combination of education and experience. Satisfactory, full-time experience working for New York City government in a customer service, help desk or public information capacity, utilizing computers and information technology may be substituted on the basis of one year of NYC government work experience for two years of the experience described in "2" above. However, all candidates must possess a four-year high school diploma or its educational equivalent. College credit may be substituted for the experience in a customer service or public information capacity on the basis of 32 semester credits for each year of the experience described in "2" above.

The above described education and experience must have included at least one year of satisfactory experience using computers to access information technology systems and databases for researching the answer to questions. Such experience acquired as part of post high school education is acceptable.

**NYC Residency Required Within 90 Days of Appointment**

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**PREFERRED SKILLS/QUALIFICATION**

- BS/BA degree.
- Skilled in effective, clear oral and written communications.
- Detail oriented, accurate, thorough and organized in collecting and recording data and information.
- Knowledge of and experience in working with computer data systems.
- Organize and maintain numerous files.
- Organize and record appointments including scheduling and maintaining appointment data base and documentation.

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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 Division  
33 Beaver Street – 22nd Floor  
New York, New York 10004

Post Date: June 21, 2011	Post Until: July 12, 2011	JVN: 156-11-87893
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The NYC Taxi and Limousine Commission is an Equal Opportunity Employer