

**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:	Analyst Constituent Affairs	Salary:	\$39,981 - \$58,568 (New Hire) \$45,978 - \$58,568 (Incumbent Rate)
Division/Work Unit:	Office of Constituent Affairs	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, 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 Affairs Analyst will join the TLC at an exciting time of transition and growth. The past few years have focused on a series of service-oriented initiatives and various administrative and operational reforms. The agency expects to continue this trend with several major projects including a full-scale assessment and reform of the rules and regulations governing the transportation services provided by our licensees, the upgrade 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 Analyst will be part of a small staff reporting directly to the Assistant Commissioner of Constituent Affairs. The Office of Constituent Affairs oversees the agency's Call Center, Correspondence Unit and all general outreach to the public including TLC regulated industries and other stakeholders such as elected officials' offices and community boards. The Analyst will be responsible for working on TLC's Language Access Plan, liaising with all industry groups, tracking and reporting on the economic health of TLC licensees and helping with correspondence, the Call Center and general outreach with the public.

QUALIFICATION REQUIREMENTS

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 3-1/2 years.

NYC Residency Required

PREFERRED SKILLS

- Minimum of 1-2 years experience in a relevant field, preferably local government or other large and complex organizations.
- Strong interpersonal and teamwork skills.
- Ability to analyze legislation and regulations.
- Skilled in identifying emerging issues, and developing effective and creative solutions.
- Skilled in effective, clear and persuasive oral and written communications.
- Knowledge of Microsoft Access, and Excel.
- Ability to speak Spanish a plus.

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: April 14, 2009	Post Until: April 24, 2009	JVN: 156-2009-004749
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The NYC Taxi and Limousine Commission is an Equal Opportunity Employer