

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

Civil Service Title:	Clerical Associate	Level:	II
Title Code:	10251	Work Location:	40 Rector Street New York, N.Y. 10006
Office Title:	Call Center Customer Service Representative	Salary:	\$27,697/year - \$41,263/year (New Hire) \$31,852/year - \$41,263/year (Incumbent Rate)
Division/Work Unit:	Constituent Management	No. of Positions:	1

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**JOB DESCRIPTION**

The New York City Taxi & Limousine Commission (TLC) has a centralized call center that is connected to the Citywide Services Center, 311, which provides assistance and information to the culturally diverse riding public and TLC licensees. We are looking for a highly motivated individual that enjoys the challenges and rewards of working with the public and providing excellent customer service. Candidate should be committed to providing services to others while understanding the dynamics of a call center's overall functionality and responsibility. Call Center Customer Service Representative responsibilities will include:

- ✓ Keeping abreast of TLC Rules and Regulations, particularly changes to current procedures, in order to respond to licensee and applicant inquiries regarding licensing status, requirements, procedures and new policies and rules.
- ✓ Answer incoming calls using the automated call distribution (ACD) telephone system in a highly professional and courteous manner in accordance with the Citywide Customer Service Standards.
- ✓ Following up on phone calls, inquiries and complaints as needed.
- ✓ Assisting the riding public with locating or returning lost property.
- ✓ Collecting and analyzing data regarding complaints and compliments concerning licensees.
- ✓ Reporting on data trends in order to better serve both licensees and the riding public.
- ✓ Utilizing different computer programs to respond to inquiries, research information, perform data entry, manage cases, and track and analyze information.
- ✓ Performing basic clerical functions.

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**PREFERRED QUALIFICATIONS**

- ✓ A baccalaureate degree from an accredited college; or an associate degree from an accredited college and one year of satisfactory, full-time experience in a call center or customer service position; or a high school diploma and two years of satisfactory, full-time experience in a call center or customer service position.
- ✓ Experience working in a call center and/or other customer service.
- ✓ Ability to speak, read, and write clearly and effectively in English.
- ✓ Proficiency in Microsoft Excel, Word, Access and Internet Explorer.
- ✓ Ability to multitask, such as navigating various computer programs while speaking on the telephone.
- ✓ Aptitude for problem solving and handling difficult callers.
- ✓ Comfortable working with a culturally diverse clientele.
- ✓ Capacity to speak more than one language is a plus.

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**QUALIFICATION REQUIREMENTS**

A four-year high school diploma or its educational equivalent and one year of satisfactory clerical experience.

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**NEW YORK CITY RESIDENCY REQUIRED**

To apply please submit 2 copies of cover letter and 2 copies of resume to:

Carmen Rojas  
Human Resources Department  
40 Rector Street - 5th Floor  
New York, New York 10006

Post Date: August 11, 2009	Post Until: September 11, 2009	JVN: 156-2010-005887
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The NYC Taxi and Limousine Commission is an Equal Opportunity Employer

