

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

Civil Service Title:	Community Assistant	Level:
Title Code:	56056	Work Location: 32-02 Queens Boulevard LIC, N.Y. 11101
Office Title:	Licensing Specialist	Salary: \$27,421 / \$31,534*- \$35,573
Division/Work Unit:	Licensing and Standards/ Counter Operations	No. of Positions: 3

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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. 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 150,000 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:

- Processing applications, fees and relevant documents for licensing.
- Provide customer service to current and prospective licensees, at the queue window, counter operations or in the back office while utilizing TLC databases, rules and information.
- Review 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.

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**PREFERRED SKILLS**

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

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**QUALIFICATION REQUIREMENTS**

There are no formal education or experience requirements.

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**New York City Residency Required**

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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: January 12, 2011	Post Until: February 2, 2011	JVN: 156-2011-83850
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The NYC Taxi and Limousine Commission is an Equal Opportunity Employer