

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

Civil Service Title:	Community Associate	Level:	
Title Code:	56057	Work Location:	32-02 Queens Boulevard LIC, N.Y. 11101
Office Title:	Applicant Licensing Specialist	Salary:	\$17.69/hour - \$29.44/hour (New Hire) \$20.34/hour - \$29.44/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.

Under the direction of the Supervisor of Applicant Licensing/Owner Licensing, the successful candidates will perform work in various aspects of the application and license issuance process. In addition, the candidates selected should have a positive demeanor; enjoy direct interaction with the public as well as being able to communicate effectively. Responsibilities will include but not be limited to the following:

- Receives, screens, and fields questions from licensees regarding their applications via telephone, e-mail, or walk-in and meet with incoming applicants on a one on one basis to review applications, rules, requirements and missing documentation. This includes coordinating with various Community Board, Congressional District and local Police Precincts as well as occasionally attend hearings outside of the office for Commuter Van authorizations,
- Review and verify incoming data from applicants and update appropriate information into the Taxi Automated Management Information System (TAMIS) and Owner Licensing Access Programs. Review all submitted information for compliance with agency rules and regulations.
- Perform all work assignments in accordance with Agency processing requirements, meet all required deadlines, organize, maintain and continually update files to improve efficiency and accessibility.
- Reviews and processes licensing applications and payments in accordance with the standards, guidelines and operating procedures of the Licensing and Standards Division.
- Perform work pertaining to the sorting of records, files and reports using alphabetical and numerical procedures to material as received in either primary or secondary file locations.
- Assist supervisor with various projects pertaining to the management, tracking, processing and completion of all owner related applications processed by the Unit.
- Perform related data entry tasks in external systems necessary to the processing of applications and licenses, including but not limited to DMV, DOF and Systech as well as other information storage systems.
- Monitor, facilitate and processes all incoming mail – inclusive of the processing of payments and /or updating of TAMIS records when a licensee has submitted required/requested information and the preparation of problem letters when missing requirements are identified. Assists in the general operation of the unit when needed by compiling information, updating records, mailing correspondence, filing, reviewing and or updating documents complying with TLC rules and regulations.
- Assist management of the Division with special projects as needed.

PREFERRED SKILLS

- Strong analytical, interpersonal and teamwork skills.
- Skilled in effective, clear and persuasive oral and written communications. A candidate's bi-lingual ability will be a strong component in the selection process.
- Strong computer and technical skills including but not limited to Word, Excel, Access and Outlook.

QUALIFICATION REQUIREMENTS

- 1) High School graduation or equivalent and three years of experience in community work or community centered activities in an area related to duties described above.
- 2) Education and/or experience which is equivalent to "1" above.

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
33 Beaver Street - 22nd Floor
New York, New York 10004-2736

Post Date: September 27, 2011	Post Until: October 11, 2011	JVN: 156-2012-94393
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