

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

Civil Service Title:	Administrative Staff Analyst	Level:	M-II
Title Code:	10026	Work Location:	32-02 Queens Boulevard LIC, N.Y. 11101
Office Title:	Assistant Commissioner for Licensing and Standards	Salary:	\$54,740 \$130,000 (New Hire) \$59,032 - \$130,000 (Incumbent)
Division/Work Unit:	Licensing and Standards Division	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 the drivers and owners of yellow medallion taxis, community car services and black 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 Assistant Commissioner for Licensing Operations and Standards will assist the Deputy Commissioner in managing and leading a critical operation that oversees the licensing and standards of over 170,000 licensees, including drivers, vehicle owners and service providers. The Division is responsible for setting applicant standards, evaluating applicants and ensuring that licensees adhere to the high standards of conduct established by the TLC. The staff consists of approximately 100 dedicated employees including line staff, supervisors and managers. The ideal candidate will possess experience within a large operation(s); customer service management, preferably with diverse populations; and the proven ability for successful leadership and motivation. A keen understanding of current and emerging technologies, including web-based applications and databases, are a plus as the Division is looking to expand both its internal and external interfaces. The Assistant Commissioner is expected to work closely with the Deputy Commissioner and other TLC senior staff, while also working independently to provide ongoing analytical assessment of operational needs.

Specific responsibilities may include:

- Leading Division staff in assessments of division needs and resources.
- Communicating goals and progress between agency leadership and staff.
- Working with senior and operational staff to identify and implement new departmental initiatives.
- Development, reporting and analysis of performance indicators.
- Represent the Division and the Agency at inter-governmental and external stakeholder meetings.
- Develop and support quality assurance and regulatory compliance efforts.
- Serves as chief division liaison with other agencies and systems concerning requests for Licensing data and files and assessing the viability of such requests.
- Perform special projects as assigned.

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**QUALIFICATION REQUIREMENTS**

- 1) Master's degree from an accredited college in economics, finance, accounting, business or public administration, human resources management, management science, operations research, organizational behavior, industrial psychology, statistics, personnel administration, labor relations, psychology, sociology, human resources development, political science, or a closely related field, and two years of satisfactory full-time professional experience in one or a combination of the following: working with the budget of a large public or private concern in budget administration, accounting, economic or financial administration, or fiscal or economic research; in management or methods analysis, operations research, organizational research or program evaluation; in personnel or public administration, recruitment, position classification, personnel relations, employee benefits, staff development, employment program planning/administration, labor market research, economic planning, social services program planning/evaluation, or fiscal management, or in a related area. 18 months of this experience must have been in an executive, managerial, administrative or supervisory capacity. Supervision must have included supervising staff performing professional work in the areas described above; or
- 2) A Baccalaureate degree from an accredited college and four years of professional experience in the areas described in "1" above, including the 18 months of executive, managerial, administrative or supervisory experience, as described in "1" above.

**NEW YORK CITY RESIDENCY REQUIRED**

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**PREFERRED SKILLS**

- Minimum of 7-10 years experience in a relevant field, preferably local government or other large and complex organizations.
- Minimum of 2-3 years of high-level management experience.
- Ability to analyze staff and unit performance.
- Experience working with diverse populations.
- Effective, clear and persuasive oral and written communications.
- Background and understanding of technology within the workplace, especially databases and web-based applications.

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To apply, please submit 2 copies of cover letter and 2 copies of resume to:  
NYC Taxi and Limousine Commission  
Carmen Rojas  
Human Resources Division  
33 Beaver Street – 22<sup>nd</sup> Floor  
New York, New York 10004

Post Date: 6/13/2012

Post : 6/27/2012

JVN: 156-2012-102072

The NYC Taxi and Limousine Commission is an Equal Opportunity Employer