

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

Civil Service Title: Administrative Staff Analyst (Non-Mgr.) Level:
Title Code: 1002A Work Location: 32-02 Queens Boulevard
LIC, N.Y. 11101
Office Title: Director of Call Center and Correspondence Unit Salary: \$56,937 - \$80,000
Division/Work Unit: Licensing and Standards Division 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 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.

In total, there are 14 different license types with over 150,000 licensees managed by the Division. The Division strives to provide a high level of customer and client services.

The New York City Taxi and Limousine Commission (TLC) has a centralized call center that is connected to the Citywide Services Center, 311, and a Correspondence Unit. The call center and correspondence unit provide assistance and information to two diverse groups: the general riding public and TLC licensees and applicants. We are looking for a highly motivated individual that enjoys the challenges and rewards of working a diverse team of call center representatives; working with a diverse public; a person that is hands-on and highly skilled in telecommunications/in-person customer service.

Under direction of the Assistant Commissioner and Deputy Commissioner of the Licensing and Standards Division, with latitude for independent initiative and judgment, the successful applicant will perform difficult professional work in the management of the administrative, procedural and operational aspects of the agency's Call Center and Correspondence Unit and supervises staff performing such work. Specific responsibilities will include, but are not limited to:

- Oversee a team at an upwards of seventeen, including a team supervisor
- Work on new initiatives to increase efficiency within the customer service departments in the Division.
- Work with other directors in Division to ensure that the agency's website, signage, correspondence and other avenues in which information is disseminated is consistent across all units
- Liaise with the Mayor's Office concerning correspondence and customer service, City's Non-Emergency Call Center, 311
- Write content and provide updated agency information as needed to 311 for the city-wide Customer relationship management (CRM) system, Siebel
- Respond to correspondence and phone calls on behalf of Agency's commissioner on a customer service aspect
- Monitor staff's overall performance to ensure optimum efficiency while performing excellent customer service to those that call and correspond
- Provide ongoing training and tools in customer service to staff and division when necessary
- Provide reports and statistical data to Division and agency's senior staff as needed on a daily, weekly, and monthly basis, relating to Press matters, data reports, research studies, policy and planning, etc.

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

PREFERRED SKILLS

- Minimum of 2-3 years experience in a relevant field, preferably local government.
- Skilled multi-tasker with excellent organizational skills
- Strong interpersonal, teamwork and problem solving skills.
- Strong team building and support skills
- Ability to adapt to a fluid work environment and changing needs and priorities.
- Strong analytical skills and the capacity to identify emerging issues and develop effective and creative solutions.
- 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.
- Business-style letter writing skills
- Strong computer and technical skills including but not limited to Word, Excel, Access, PowerPoint, Project, Visio and Outlook.

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, 22nd Floor
New York, New York 10004

Post Date: 6/13/2012	Post Until: 6/27/2012	JVN: 156-2012-102081
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The NYC Taxi and Limousine Commission is an Equal Opportunity Employer