

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

Civil Service Title:	Administrative Staff Analyst (non-managerial)	Level:
Title Code:	1002A	Work Location: 32-02 Queens Boulevard LIC, N.Y. 11101
Office Title:	Director of Education Services	Salary: \$56,937 - \$88,649
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.

The Director Education Services will assist the Deputy Commissioner and/or his designee in managing and leading a critical operation that oversees the education and instructional process for 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 and the education process is a key component of that process. 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 as well as experience in training and development. The selected candidate must have the ability to manage and oversee four schools currently tasked with providing the course material and applicant and/or licensee instruction. The Director of Education Services 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 and enhancements to the education and instructional process as well as provide support for the Fitness Review Process.

Specific responsibilities may include:

- Coordinate, monitor and manage the applicant/licensee education process which includes test design and development, training materials and office/school management
- Generate general statistical reports. Developing, reporting and analyzing performance indicators.
- Liaison to taxi schools to assist in the development of new course material and courses and research and identify issues related to the education process.
- Supervise three employees in all aspects of the education/test preparation process as well as monitor/proctor exams given in house.
- Assist Management with changes and upgrades to the Education process.
- Review application documents to ensure all necessary information/records are complete. Prepare and review outlines, justification documents, and recommendations for review by senior management on licensure.
- Prepare Fitness Decision letters consistent with TLC Rules and Administrative Code Fitness standards
- Provide information for report summarizing the results of application investigations and interviews.
- Data enter or assist as required in the management of the information needed to facilitate data entry into one or more computer data record systems used for the interview and licensing process. This includes scheduling, tracking and recommendation/decision software as well as all TLC mainframe systems.
- Communicating goals and progress between agency leadership and staff. Working with senior and operational staff to identify and implement new departmental initiatives.
- Represent the Division and the Agency at inter-governmental and external stakeholder meetings.
- Develop and support quality assurance and regulatory compliance efforts.

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

- A legal background and admission to the New York State Bar in addition to a background in the education field is preferred for this position.
- Minimum of 7-10 years experience in a relevant field, preferably local government or other large and complex organizations.
- 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.

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: September 24, 2012	Post Until: October 17, 2012	JVN: 156-2012-111431
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The NYC Taxi and Limousine Commission is an Equal Opportunity Employer