

**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:	Call Center and Correspondence Unit Supervisor	Salary:	\$32,321 - \$53,786 (New Hire) \$37,169 - \$53,786 (Incumbent)
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, 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 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. We are looking for highly motivated individuals that enjoy the challenges and rewards of working with the public, hands-on and through telecommunications while utilizing excellent customer service skills.

Under direction of the Executive Director of the Call Center and Correspondence Unit, 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:

- Working with Division staff to implement new customer-service oriented initiatives, various special projects providing guidance to Division personnel in planning out new re-engineering initiatives and assessing their impact and effectiveness in the customer contact and licensing process.
- Working directly with the public in a hands-on, direct service provider to customer environment, providing and disseminating information and handling customer questions and concerns as well as team members', efficiently and effectively.
- Assist in the development of procedural guidelines that address issues, topics and concerns that are identified in contacts with the riding public, prospective and current licensees.
- Reporting data trends to senior management in order to better serve licensees and the riding public.
- Assigning and tracking correspondence.
- Running statistical Reports from the Call Center Information System and Correspondence Tracking System.
- Liaising with other agency units to keep abreast of TLC rules and regulations and report on division activity.
- Oversee the process of locating a licensee for property lost in a licensed TLC vehicle.
- Following up on phone calls, complaints and inquiries as needed.

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

PREFERRED SKILLS

- Minimum of 1-2 years experience in a relevant field, preferably local government.
- Strong interpersonal, teamwork and problem solving 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.
- 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 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

Post Date: 12/20/11	Post Until: 01/10/12	JVN: 156-2012-97024
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The NYC Taxi and Limousine Commission is an Equal Opportunity Employer