

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

Civil Service Title:	Community Assistant	Level:	
Title Code:	56056	Work Location:	32-02 Queens Boulevard LIC, N.Y. 11101
Office Title:	Call Center Customer Service Representative	Salary:	27,421 / \$31,534*- \$35,573 (*Incumbent)
Division/Work Unit:	Licensing and Standards	No. of Positions:	2

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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 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. Specific responsibilities will include, but are not limited to:

- Keeping abreast of TLC rules, regulations and departmental procedures particularly changes to current procedures, in order to respond to licensee and applicant inquires regarding license status, requirements, procedures, new policies and rules.
  - 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 efficiently and effectively.
  - Assisting the riding public with locating a licensee for property lost in a licensed TLC vehicle.
  - Collecting and analyzing and reporting data trends in order to better serve licensees and the riding public.
  - Following up on phone calls, complaints and inquiries as needed.
  - Working with other Division personnel to develop forms and procedural guidelines that address issues, topics and concerns that are identified in contacts with the riding public, prospective and current licensees.
  - Performing basic clerical functions
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**QUALIFICATION REQUIREMENTS**

1. There are no formal education or experience requirements for this position. However, the ability to understand and carry out simple instructions is required.

2. Candidates must be able to understand and be understood in English. For certain assignments, the ability to speak a foreign language may be required.

**New York City Residency Required**

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**PREFERRED SKILLS**

- Two years of satisfactory customer service experience
  - Strong interpersonal and teamwork skills.
  - Aptitude for multi-tasking.
  - Analytical and Aptitude for problem solving.
  - Ability to adapt to a fluid work environment and changing needs and priorities.
  - 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 skills specifically Microsoft applications including but not limited to Word, Excel, Access, PowerPoint, Project and Outlook.
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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: March 12, 2012	Post Until: April 2, 2012	JVN: 156-2012-99389
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The NYC Taxi and Limousine Commission is an Equal Opportunity Employer