

**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:	Licensee Support/Customer Services Supervisor	Salary:	\$32,321 - \$53,788 (New Hire) \$37,169 - \$53,788 (Incumbent)
Division/Work Unit:	Licensing and Standards	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 yellow medallion taxis, community car services and 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. 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 170,000 licensees managed by the Division. The Division is responsible for developing and setting applicant standards, accepting and evaluating applicant submissions and ensuring that licensees maintain the high standards of conduct established by the TLC through proactive compliance monitoring of licensing requirements. The Division strives to provide a high level of customer and client services for our licensees so that they can provide a safe, comfortable and convenient ride for their passengers.

The Division of Licensing and Standards is looking for individuals who are interested in working directly with the public in a hands-on environment. You will be working with both new and existing applicants in order to ensure that they are receiving the best possible information and their licensing experience is a positive one and the process moves efficiently. The successful candidates should have a positive demeanor; enjoy direct interaction with the public as well as being able to communicate effectively. Candidates will be asked to comment on forms and process as the design and simplification of the forms and documents with which the TLC communicates with our applicants and licensees will fall under this area.

Under direction of the Director of Licensee/Customer Service, 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 application acceptance process and supervises staff performing such work.

Specific responsibilities (with strong technical/computer skills) will include:

- 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 efficiently and effectively.
- Working with Agency Call Center and Licensing Division personnel, utilizing strong skill sets in Word, Visio, Powerpoint and Adobe Professional, to develop forms and procedural guidelines that address issues, topics and concerns that are identified in contacts with prospective and current licensees.
- Working with Division staff on the review and verification of incoming data on applications submitted.
- Assist in the development, tracking, and monitoring of documents pertaining to the applications process, identify process issues and assisting in the development of new methods to enhance and streamline the process.
- Working with Division staff to develop monitoring mechanisms to assess timing, wait times.

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**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; or
2. Education and/or experience which is equivalent to "1" above.

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**New York City Residency Required**

**PREFERRED SKILLS**

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

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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 19, 2012	Post Until: April 2, 2012	JVN: 156-2012-99687
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The NYC Taxi and Limousine Commission is an Equal Opportunity Employer