

**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:	Licensing and Standards Compliance Specialist	Salary: 27,421 / \$31,534*- \$35,573 (*Incumbent)
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 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. 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 125,000 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.

Under supervision, the successful candidates will perform work in various aspects of the application and license issuance process and will assist in the monitoring and enhancement of the Agency's compliance efforts. In addition, the candidates selected should have a positive demeanor; enjoy direct interaction with the public as well as being able to communicate effectively. Responsibilities will include but not limited to the following:

- Working with the Division Director and Unit Supervisor to develop tracking and compliance reporting for the purpose of identifying licensees who have not maintained compliance with TLC Rules and Regulations. This will include maintaining Access databases and managing associated data for menu driven reports and queries. Applicant will ensure that the data is refreshed as deemed appropriate so that data is kept current and will generate accurate reports based upon said data. High volume of data entry work will be required.
- Reviews and processes licensing applications and payments in accordance with the standards, guidelines and operating procedures of the Licensing and Standards Division.
- Performs data entry tasks in TAMIS, DMV, and other information storage systems.
- Receives, screens, and fields questions from licensees regarding their applications via telephone, e-mail, or walk-in.
- Monitors, facilitates and processes all incoming mail – inclusive of the processing of payments and /or updating of TAMIS records when a licensee has submitted required/requested information and the preparation of problem letters when missing requirements are identified.
- Assists in the general operation of the unit when needed by compiling information, updating records, mailing correspondence, filing, reviewing and or updating documents complying with TLC rules and regulations.
- Assist Director and Supervisor with various special projects.

**PREFERRED SKILLS**

- Minimum of 1-3 years experience in a relevant field, preferably local government.
- Strong analytical, interpersonal and teamwork skills.
- Ability to adapt to a fluid work environment and changing needs priorities.
- Skilled in effective, clear and persuasive oral and written communications.
- Strong computer and technical skills including but not limited to Word, Excel, Access and Outlook.

**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.

**New York City Residency Required**

To apply please submit 2 copies of resume and letter to:  
NYC Taxi and Limousine Commission  
Carmen Rojas  
Human Resources Department  
33 Beaver Street – 22<sup>nd</sup>  
New York, New York 10004

Post Date: July 18, 2012	Post Until: August 1, 2012	JVN: 156-2013-103065
--------------------------	----------------------------	----------------------

The NYC Taxi and Limousine Commission is an Equal Opportunity Employer