

**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:	Licensing and Standards Analyst	Salary:	\$17.69 - \$29.44 (New Hire) \$20.34 - \$29.44 (Incumbent) (Per Diem)
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, with some latitude for independent judgment, receives training and assists in professional and technical work in the preparation, administration and procedural studies and analyses of the organization and operations of the Agency, and in the monitoring and enhancement of the Agencies compliance efforts, performs related work. The position requires the knowledge and use of computers and the daily use of access databases to manage the relevant data. A basic understanding of access query structure would be of benefit to the prospective applicant seeking to fill this position but is not required. Specific 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 the associated data for menu driven reports and queries. Applicant will ensure that the data is refreshed per schedule 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 or other 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 used by the Agency in the performance of its mission.
- Receives, screens and fields questions from licensees or applicants regarding their license or application via telephone, e-mail, letter, or walk-in. Prepares written responses upon request.
- Working with Division Director, Unit Supervisor, and Division staff in developing statistical reporting that identifies significant changes in the process, trends and potential issues to better help the division manage its workload and meets the reporting requirements CPR.
- Prepare, monitor, track and review submitted documentation on the responses to issued Directives in systems designed to track compliance and coordinate with legal and USB on non-compliance. Some data entry work will be required. Managing the day-to-day aspects of various special projects and assisting in assessing both impact and effectiveness.
- Assists in the conduct of surveys and studies, in collecting and analyzing data on the operation of the Division, assisting in the design and development of forms and processing protocols and in working with senior division management in helping to develop and make recommendation for improved efficiency.
- Assisting the Deputy Commissioner/Assistant Commissioner/senior division management in operational and policy oversight.

PREFERRED SKILLS

- Strong technical skills and experience in MS Access data management and analysis.
- Minimum of 1-3 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.
- Background in implementation of re-engineering or innovation initiatives.
- Strong analytical skills.
- 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) 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

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

Post Date: January 25, 2013	Post Until: February 8, 2013	JVN: 156-2013-116063
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The NYC Taxi and Limousine Commission is an Equal Opportunity Employer