

**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:	Supervisor – Grants/Application/ Compliance Specialist	Salary: \$32,321-\$53,788 (New Hire) \$37,169-\$53,788 (Incumbents)
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 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 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.

Under supervision, the successful candidate will perform work in various aspects of the Street Hail Livery grant application and review process, the license application and license issuance process for all license types, and assist in the monitoring and enhancement of the Agency's compliance efforts to ensure compliance with all Agency rules and regulations. 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:

- Supervises staff in the review and processing of grant and licensing applications and payments in accordance with the standards, guidelines and operating procedures of the Licensing and Standards Division.
- Work with the Division Directors and Unit Supervisors to develop tracking and compliance reporting for the purpose of identifying licensees who have not maintained compliance with TLC Rules and Regulations. A high volume of data entry work may be required.
- 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 QUALIFICATIONS

- 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. 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.

New York City Residency Required

To apply please submit 2 copies of cover letter and 2 copies of resume to:

Carmen Rojas
NYC Taxi & Limousine Commission
Human Resources Department
33 Beaver Street – 22nd Floor
New York, New York 10004

Post Date: May 2, 2012	Post Until: May 17, 2012	JVN: 156-2012-100991
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The NYC Taxi and Limousine Commission is an Equal Opportunity Employer