

NEW YORK CITY TAXI AND LIMOUSINE COMMISSION
CITYWIDE JOB VACANCY NOTICE

Civil Service Title:	Staff Analyst	Level:	I
Title Code:	12626	Work Location:	32-02 Queens Boulevard LIC, N.Y.
Office Title:	Special Assistant to the Deputy Commissioner	Salary:	\$45,358 - \$61,754 (New Hire) \$52,162 - \$61,754 (Incumbent Rate)
Division/Work Unit:	Licensing and Standards	No. of Positions:	1

JOB DESCRIPTION

The TLC's Licensing and Standards Division is responsible for the review and credentialing of all members of TLC-regulated industries. In total, there are 14 different license types with over 145,000 licensees managed by the Division. The Division is responsible for developing and setting applicant standards, evaluating applicants and ensuring that licensees maintain the high standards of conduct established by the TLC. The Division strives to provide a high level of customer and client services for our licensees so they can provide a safe, comfortable and convenient ride for their passengers.

The Special Assistant will be report directly to the Deputy Commissioner for Licensing and Standards, the Division's senior manager. The Special Assistant will conduct overall evaluation and analytic work for the TLC's Licensing and Standards Division to assess and improve data collection, data quality, data utility, and data analysis for the purposes of improved management, evaluation of staff productivity, assessment of program impact, and development of management indicators. This Special Assistant will also develop, design and/or update Division databases to ensure proper development of the analytic tools necessary to conduct day to day use. Some examples of typical tasks include:

- Perform research activities and prepare written reports by collecting information and data of current and historical nature for use in the preparation of executive summary reports.
- Enter monthly, quarterly, and annual agency performance metrics for Citywide Performance Reporting.
- Managing the day-to-day aspects of various special projects.
- Constructing and refining databases for internal use.
- Assisting the Deputy Commissioner in operational and policy oversight for the Division.
- Assisting the Divisions Directors with operational and process management and the development of analytic tools to address areas of need and provide for the ability to monitor workload and fundamental key indicators that measure progress.

PREFERRED SKILLS

- Strong technical skills and experience in MS Access data management and analysis,
- Ability to design or reengineer Access databases,
- 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 and priorities,
- Background in implementation of re-engineering or innovation initiatives,
- Skilled in effective, clear and persuasive oral and written communications,
- Strong computer and technical skills including but not limited to Word, Excel, PowerPoint, Project and Visio,

QUALIFICATION REQUIREMENTS

- 1) Master's degree from an accredited college in economics, finance, accounting, business or public administration, human resources management, management science, operations research, organizational behavior, industrial psychology, statistics, personnel administration, labor relations, psychology, sociology, human resources development, political science, or a closely related field; or
- 2) Baccalaureate degree from an accredited college and two years of satisfactory full-time professional experience working in one or a combination of the following areas: working with the budget of a large public or private concern in budget administration, accounting, economic or financial administration, or fiscal or economic research; in management or methods analysis, operations research, organizational research or program evaluation; in personnel or public administration, recruitment, position classification, personnel relations, labor relations, employee benefits, staff development, employment program planning/administration, labor market research, economic planning, or fiscal management, or in a related area.

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

NYC Taxi and Limousine Commission
Carmen Rojas
Human Resources Division
40 Rector Street - 5th Floor
New York, New York 10006

Post Date: April 27, 2010	Post Until: May 18, 2010	JVN: 156-2010-010158
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