

PROGRAM SPECIALIST (TAXI AND LIMOUSINE COMMISSION)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position assists in coordinating and implementing programs within the Taxi and Limousine Commission and performs a variety of administrative functions to ensure the smooth operation of the office. Responsibilities may involve, but are not limited to, developing and recommending internal procedures; assisting in program development and evaluation as well as public information activities; assisting with financial monitoring and analysis; and maintaining liaison with the community and members of the for-hire industry. Supervision is not normally a responsibility of this class; guidance and instruction may be provided. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists in the development and implementation of policies and procedures for the Commission; ensures the community is properly notified of any changes;

Assists with the development of program policy and procedures by keeping abreast of industry standards;

Assists with adjudication hearings, recommending action against respondents under penalty for violating TLC regulations;

Assists with preparation of the budget for the Taxi and Limousine Commission, enters financial data into system, performs various audits, makes bank deposits, and prepares forecasts as needed;

Suspends and/or revokes operator permits in accordance with established rules, policies and procedures;

Receives drug testing results, ensures that data is accurately entered and that the database is maintained in a confidential and effective manner;

Analyzes License Event Notification Service reports issued by the New York State Department of Motor Vehicles; determines assessments of points to TLC driver permits and suspends or revokes permits based on report findings and in accordance with established program guidelines and procedures;

Prepares cost projections, time schedules, progress reports and other reports related to the management of contracts;

Designs or selects criteria for measuring program effectiveness and compliance; makes recommendations on how to improve efficiency of Commission operations;

Monitors and evaluates programs to collect data, and to assure smooth work flow;

Researches, writes, and disseminates material to promote interest in and, understanding and awareness of departmental goals and programs;

Plans and develops community education activities and strategies to provide a continuing program of public information;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Researches and writes news releases, brochures, newsletters, speeches, etc., describing the organization, activities, objectives and services of the Commission, as well as any new procedures or regulations;

Disseminates information regarding departmental programs to the media, local agencies and the general public;

Reviews and maintains account balances, cash receipts, disbursements and journal entries, and advises departmental personnel of the status of accounts and recommends actions, such as account transfers, to meet anticipated contingencies;

Compiles and maintains mailing and distribution lists;

Confers with appropriate members of the Law Department or County officials on matters requiring legal interpretations or opinion;

Functions as liaison with representatives of the Taxi and Limousine industry;

Uses computer applications or other automated systems such as word processing, calendar, email and database software in performing work assignments;

May perform other incidental tasks, as needed;

Prepares summaries and reports as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of administrative practices and techniques; knowledge of the Taxi and Limousine Commission's goals and objectives; ability to gather and analyze data; ability to plan, organize and coordinate administrative functions of an office; ability to plan and present ideas clearly and effectively; ability to establish and maintain effective working relationships; ability to communicate effectively, both verbally and in writing; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; initiative; tact; good judgment; discretion; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and six years of staff, administrative support or administrative/managerial level experience, two years of which must have been in the public sector or involved customer service functions.

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to four years of the above stated experience, but candidates must have the two years of specialized experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.