

STAFF ASSISTANT (TAXI AND LIMOUSINE COMMISSION)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for performing administrative/staff functions to assist in the smooth and effective operation of the office of the Taxi and Limousine Commission. Responsibilities include keeping detailed files and records pertaining to Taxi and Limousine Commission laws, rules and regulations; maintaining and disseminating applications and applicable forms as required; maintaining records of various licensure requirements and applications; assisting in preparing materials to educate the community about the Commission; and serving as a liaison to industry agencies and the County as necessary. Incumbents are expected to use good judgment, initiative and independent action in performing assignments. Supervision is not a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Maintains extensive files and records regarding laws, rules, regulations and licensing procedures for taxis and limousines, and ensures that filing systems are maintained in an effective manner so that materials can be easily accessed;

Reviews application forms to determine if applicants are eligible for specific licensure;

Performs reference checks on applicants by contacting appropriate individuals to verify information;

Receives application fees, and uses automated systems to coordinate financial record keeping procedures with the Department of Finance to track revenues;

Sends notification of licensure approval or denial, renewal or suspension, instructions on appeals and due process;

Issues temporary licensure as needed;

Uses automated office systems to track the disposition of applications, licensure, renewal status, and to prepare letters and memoranda;

Compiles information regarding taxi and limousine services to prepare informational and/or statistical reports;

Answers and responds to inquiries and complaints by following established procedures, and routes more complex questions or issues to higher level staff members for direction or resolution;

Works with various County departments to track reported user violations and takes appropriate action in accordance with established guidelines;

EXAMPLES OF WORK: (Illustrative Only)

Assists in the Commission's consumer education and public information efforts by participating in the preparation of press releases, bulk mailings, and postings for libraries and municipal buildings;

Attends meetings and conferences as assigned.

REQUIRED 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 use automated information systems; 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; 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 four years of staff or administrative support experience, one year 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 one year of the 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.