



New York City Transit

Notice of Examination

Station Agent

Exam No. 6600

Amended: March 23, 2016

Application Deadline:

July 21, 2015

Type of Test:

Multiple-Choice

Application Fee:

\$61.00 (Non-Refundable)

Test Dates: (subject to change)

**Saturday, November 21, 2015 &
Saturday, December 12, 2015**

Amended: This Notice of Examination is amended to include the following in THE TEST RESULTS:

If you pass the multiple-choice test, your Education and Experience Test Paper will be rated as vacancies occur. If you pass the qualifying education and experience test and meet all requirements and conditions, you will be considered for appointment when your name is reached on the eligible list. However, based on the projected number of vacancies, it is possible that not all candidates who pass the multiple-choice test will have their Education and Experience Test Paper rated.

JOB DESCRIPTION:

Station Agents, under general supervision, provide direct, front line customer service to New York City Transit Authority customers, including listening to, understanding and offering solutions to customers' questions, concerns, and complaints; offer customers accurate, helpful travel and transit system-related information; sell and add value to fare cards; keep records; provide assistance to customers in the use of automated fare equipment, fare cards, turnstiles, and ADA-accessible gates; explain to customers various fare options and policies; perform "fingertip" maintenance on station equipment to keep it clean and operational; monitor the proper operation of elevators and escalators; observe and report on overall station conditions, including failures, outages, defects, emergency response situations, and unusual or suspicious occurrences; direct customers during overcrowding conditions; assist with emergency station and train evacuations, as needed; request police and/or medical assistance, as needed; and perform related work.

Some of the physical activities performed by Station Agents and environmental conditions experienced are: working inside an enclosed booth with HVAC regulated air systems; working on noisy, environmentally exposed subway platforms; communicating with passengers over loud background noises; working in spaces with relatively high dust/dirt levels and with limited natural light; walking/riding up and down stairways, ramps and escalators/elevators and working in all kinds of weather while performing customer service on platforms and mezzanines.

Special Working Conditions: Station Agents may be required to work various shifts including nights, Saturdays, Sundays and holidays. (This brief description does not include all of the duties of this position.)

SALARY AND BENEFITS:

The current minimum salary is \$19.4589 per hour for a 40-hour week increasing to \$27.7984 in the sixth year of service. These rates are subject to change. The benefits of this position include, but are not limited to, night and weekend salary differentials, paid holidays, vacation and sick leave, a comprehensive medical plan and a pension plan.

HOW TO QUALIFY:

Education and Experience Requirements: By the last day of the application period, you must meet the following requirements:

A four year high school diploma or its educational equivalent, approved by a State's Department of Education or a recognized accrediting organization; and

Eighteen months of full-time satisfactory experience, of which at least twelve months must have been continuous (with one employer) performing customer service that includes **at least one** of the duties below as a primary job function (the majority of the essential duties):

- a. Providing comprehensive customer service entailing the dispensing of information and listening to and resolving customers' concerns, problems and complaints in person;
- b. Giving travel information in a transportation environment, such as bus, rail or marine station, terminal or port;
- c. Providing trouble-shooting (help-desk) services or resolving problems regarding a company's products or services; either at a walk-in site or over the telephone.

Experience which involves only incidental or occasional customer service, such as sales associate or cashier is not acceptable.

You are responsible for determining whether or not you meet the qualification requirements for this examination prior to submitting your application. If you are found "Not Qualified," at the time of appointment your application fee will not be refunded.

REQUIREMENTS TO BE APPOINTED:

Drug Screening Requirement: You must pass a drug screening in order to be appointed.

Residency: New York City residency is not required for this position.

English Requirement: You must be able to understand and be understood in English.

Proof of Identity: Under the Immigration and Reform Control Act of 1986, you must be able to prove your identity and your right to obtain employment in the United States prior to employment with MTA New York City Transit.

HOW TO OBTAIN AN APPLICATION:

During the application period, you may obtain an *Application* for this examination online at <http://mta.info/nyct/hr/appexam.htm> or in person at the MTA New York City Transit Exam Information Center as indicated below.

MTA New York City Transit Exam Information Center: Open Monday through Friday, from 9 AM to 3 PM, in the lobby at 180 Livingston Street, Brooklyn, New York. Directions: take the A, C, F or R trains to the Jay Street-Metro Tech Station, or the 2 or the 3 train to the Hoyt Street Station.

REQUIRED FORMS:

Application: Make sure that you follow all instructions included with your *Application*, including payment of fee. Save a copy of the instructions for future reference.

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REQUIRED FORMS (continued):

Education and Experience Test Paper: Write your social security number in the box at the top of the cover page, and the examination title and number in the box provided. This form must be filled out completely and in detail for you to receive your proper rating. Keep a copy of your completed Education and Experience Test Paper for your records.

Foreign Education Fact Sheet (Required only if you need credit for your foreign education for this examination): If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. The services that are approved to make this evaluation, as well as instructions on how to submit this evaluation are listed in the *Foreign Education Fact Sheet* included with your application packet. When you contact the evaluation service, ask for a "document-by-document" (general) evaluation of your foreign education.

HOW TO SUBMIT AN APPLICATION AND PAY THE APPLICATION FEE:

If you believe you meet the requirements in the "How to Qualify" section, you **must** apply by mail. MTA New York City Transit will **not** accept applications in person.

Applications by Mail must:

1. Include the required form, as indicated in the "Required Form" section above.
2. Be postmarked by the last day of the application period.
3. Be mailed to the address in the "Correspondence" section of this notice.
4. Include the appropriate fee in the form of a money order.

The Money Order (Postal Money Order Preferred) must:

1. Be made payable to MTA New York City Transit.
2. Be valid for one year.
3. Have the following information written on it: your name, home address, the last four digits of your social security number, and the exam title and exam number.

Save your money order receipt for future reference and proof of filing an *Application*.

Cash and personal checks will not be accepted.

ADMISSION LETTER:

An *Admission Letter* will be mailed to you about 10 days before the first date of the multiple-choice test. If you do not receive an *Admission Letter* at least 4 days before the date of the first multiple-choice test date, you may obtain a duplicate letter at the MTA New York City Transit Exam Information Center (as indicated above). A paper copy of the *Admission Letter* is your ticket for admission to the test.

THE TEST:

You will be given a competitive multiple-choice test. Your score on this test will determine your place on an eligible list. The pass mark will be announced at a later date. The multiple-choice test may include questions on: resolving customers' concerns, problems or complaints; interpreting timetables, subway maps and other printed material; understanding subway operating procedures; interpreting and applying procedures to follow in the event of emergencies or unusual occurrences; job-related arithmetic; points of interest in New York City; and related areas.

Veterans' or Disabled Veterans' Credit will be granted only to eligible passing candidates who request that they be applied. Veterans' or Disabled Veterans' Credit should be requested at the time of application, but **must** be requested before the date the eligible list is established. Claims for Veterans' or Disabled Veterans' Credit cannot be made once the eligible list for the exam you are applying for is established.

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THE TEST (continued):

Required Identification: You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. If you do not have an acceptable ID, you may be denied testing. Acceptable forms of identification (bring one) are as follows: State issued driver's license, State issued identification card, US Government issued Passport, US Government issued Military Identification Card, US Government issued Alien Registration Card, Employer ID with photo, or Student ID with photo.

Warning: You are not permitted to enter the test site with cellular phones, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are permitted; however, they must be hand-held, battery or solar powered, numeric only. Calculators with functions **other than** addition, subtraction, multiplication and division **are prohibited**. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you use any of these devices in the building at any time before, during or after the test, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

Leaving: You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

THE TEST RESULTS: If you pass the competitive multiple-choice test, your name will be placed in final score order on an eligible list and you will be given a list number. You will be notified by mail of your test results.

There will also be a qualifying Education and Experience Test. If you pass the multiple-choice test, your Education and Experience Test Paper will be rated as vacancies occur. If you pass the qualifying education and experience test and meet all requirements and conditions, you will be considered for appointment when your name is reached on the eligible list. However, based on the projected number of vacancies, it is possible that not all candidates who pass the multiple-choice test will have their Education and Experience Test Paper rated.

SPECIAL ARRANGEMENTS:

Special Test Accommodations: If you plan to request special testing accommodations due to disability or an alternate test date due to your religious belief, follow the instructions included with your *Application* and mail your request to the address found in the "Correspondence Section" below no later than 30 days prior to the first scheduled test date.

Make-Up Test: You may apply for a make-up test if you cannot take the test on the regular test date for any of the following reasons:

1. Compulsory attendance before a public body;
2. On-the-job injury or illness caused by municipal employment where you are an officer or employee of the City;
3. Absence from the test within one week after the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner;
4. Absence due to ordered military duty; or
5. A clear error for which MTA New York City Transit is responsible; or
6. A temporary disability, pregnancy-related, or child-birth-related condition preventing you from taking the test.

To request a make-up test, mail your request with your documentation of special circumstances to the address found in the "Correspondence Section" below within one week of your scheduled test date.

ADDITIONAL INFORMATION:

Appointments: All appointees must satisfactorily complete a Station Agent training program in accordance with MTA New York City Transit Authority standards. Appointees who do not satisfactorily complete the training program will be subject to being terminated.

CORRESPONDENCE:

All correspondence, including the submission of your *Application*, must be sent to:

Station Agent, Exam No. 6600
MTA New York City Transit
180 Livingston Street, Room 4070
Brooklyn, NY 11201

PENALTY FOR MISREPRESENTATION:

Any intentional misrepresentation on the *Application* or examination may result in disqualification, even after appointment, and may result in criminal prosecution.

The General Examination Regulations of MTA New York City Transit apply to this examination and are part of this Notice of Examination. They are posted and copies are available in the MTA New York City Transit, Exam Information Center, 180 Livingston Street (Lobby), Brooklyn, NY 11201.

MTA New York City Transit is an Equal Opportunity Employer

Title Code No. 10610; The Rapid Transit Railroad Service; Group 1 - Per Diem and Per Hour Positions

Filing Opens: July 1, 2015