



New York City Transit

# Notice of Examination

**Promotion to Associate Transit Customer Service Specialist,  
Exam No. 0705**

**Application Deadline:**

November 26, 2019

**Type of Test:**

Multiple-Choice

**Application Fee:**

\$68.00

**Test Date:** (subject to change)

Saturday, March 28, 2020 or  
Sunday, March 29, 2020

## JOB DESCRIPTION

**Associate Transit Customer Service Specialists**, under supervision, with latitude for independent action and decision serve as the immediate supervisor of a unit of employees providing travel information, resolving passenger complaints and answering correspondence; they answer and monitor inbound telephone calls and review completed replies for compliance with basic standards of literacy, civility and courtesy; prepare complex drafts regarding sensitive matters and resolve customers' problems of an unusual sensitivity and difficulty; and perform related work.

**Special Working Conditions:** Associate Transit Customer Service Specialists 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

The current minimum salary for Associate Transit Customer Service Specialist is \$55,974 per annum. This rate is subject to change. There are two assignment levels within this class of positions. Promotions will be made to Assignment Level I. After promotion, employees may be assigned to the higher assignment level at the discretion of MTA New York City Transit.

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## ELIGIBILITY TO TAKE EXAMINATION

This examination is open to each employee of MTA New York City Transit who **on the first date of the multiple-choice test:**

1. Is permanently (not provisionally) employed in or appears on a Preferred List (see Note, below) for the eligible title of Transit Customer Service Specialist; and
2. Is not otherwise ineligible.

(Note: A "Preferred List" is a civil service list which is only for certain former permanent incumbents of the eligible title who have rehiring rights.)

This examination is also open to employees who were appointed to an eligible title pursuant to New York State Civil Service Law, section 55-a, and who meet all other eligibility requirements.

You are responsible for determining whether you meet the eligibility requirements for this examination prior to submitting the *Application*. If you do not know if you are eligible, check with **your department's Human Resources representative**. You may be given the test before we verify your eligibility. If you are marked "Not Eligible," your application fee will **not** be refunded and you will **not** receive a score.

This examination is **not** open to employees of MaBSTOA or MTA Bus Company, or to employees of MTA agencies other than MTA New York City Transit.

## REQUIREMENTS TO BE PROMOTED

**Probationary Period:** At the time of promotion, you must have completed your probationary period in the eligible title as indicated in the above "Eligibility to Take Examination" section, and you must be permanently employed in that title or your name must appear on a Preferred List for the title at the time of promotion. Additionally, you must have served permanently in the eligible title for at least one year. Time served prior to a break in service of more than one year will not be credited.

**Customer Service Assessment:** If you pass the multiple-choice test, you will be scheduled to take the qualifying customer service assessment as vacancies occur. However, based on the projected number of vacancies, it is possible that not all candidates who pass the multiple-choice test will be scheduled for the qualifying customer service assessment. A score of 70% is required to pass the qualifying customer service assessment. In the qualifying customer service assessment, you may be required to demonstrate the following abilities:

- **Oral Comprehension** – Ability to understand spoken English words and sentences.
  - Example: *Understanding customers' questions.*
- **Oral Expression** – Ability to use English words or sentences in speaking so others will understand.
  - Example: *Communicating the appropriate information or empathetic response to customers.*
- **Customer Service Orientation** – Predisposition to provide superior service through responsiveness, courtesy and a genuine desire to satisfy customer needs.
  - Example: *Actively listening to a customer who is recounting an incident on the platform.*
- **Cognitive Empathy** – Ability to understand and anticipate customers' expectations and subsequently engage in appropriate service delivery behaviors.
  - Example: *Understanding the customer's perspective when they express frustration upon learning that the nearest station with a working elevator is farther than expected.*
- **Customer Interaction Strategies** – Breadth or scope of appropriate strategies used to deal with varying customer needs and situations.
  - Examples: *De-escalating difficult or irate customers. Assisting a customer who speaks a different language.*

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## HOW TO SUBMIT AN APPLICATION AND PAY THE APPLICATION FEE

If you believe you meet the requirements in the “Eligibility to Take Examination” section, submit an *Application* online by the last day of the application period unless you are requesting a fee waiver. Applicants who wish to request a fee waiver should refer to the “How to Submit an Application When Requesting a Fee Waiver” section below. MTA New York City Transit will **not** accept *Applications* in person.

### Online Applications:

1. If you are an active MTA employee, apply using the “BSC” employee portal at [www.mymta.info](http://www.mymta.info) by the last day of the application period (non-active MTA employees must email us by the last day of the application period at [examsunit@nyct.com](mailto:examsunit@nyct.com) for application instructions). Note: The application system may not function properly with mobile devices or tablets. For best results when applying, please use Internet Explorer, open a new window, and avoid having multiple tabs open in the same window.
2. Once you have logged in, click on the My Job Search ribbon and then click on Exams (non-Railroad).
3. Follow the steps to submit an application.
4. Active MTA employees must pay the application fee via payroll deduction.
5. A confirmation number will appear on the same page after submitting your application and authorizing a payroll deduction (Save this number for future reference).

**IMPORTANT:** Your application submission confirms that you have read this Notice of Examination, including any dates and the requirements. Computers with internet access are available on a limited basis at branches of the New York Public Library, the Brooklyn Public Library and the Queens Library to patrons with a valid library card.

**Application Fee:** This fee is generally not refundable. Under special circumstances, you may be entitled to a refund. You should refer to the Department of Citywide Administrative Services (“DCAS”) General Exam Regulations to determine if you are entitled to a refund prior to requesting a refund. You can refer to the bottom of the last page of the Notice of Examination for instructions on how to obtain a copy of the DCAS General Exam Regulations.

## HOW TO SUBMIT AN APPLICATION WHEN REQUESTING A FEE WAIVER

Applicants who wish to request a fee waiver must obtain an *Application* in person at the MTA Exam Information Center as indicated below and must submit the *Application* by mail to the address in the “Correspondence” section below **by the last day of the application period**.

MTA New York City Transit will not accept *Applications* in person. Additional information on requesting an application fee waiver is available with the *Application*.

**MTA 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, 3, or G train to the Hoyt Street Station. **The MTA Exam Information Center will be closed on Monday, November 11, 2019, in observance of Veterans Day.**

## 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 this date, you may obtain a duplicate letter at the MTA Exam Information Center (as indicated above). A paper copy of the *Admission Letter* is your ticket for admission to the test.

Applicants **must** keep their mailing address **up to date**. Please refer to the Correspondence section below for instructions on how to update your address and other contact information.

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## THE TEST

You will be given a competitive multiple-choice test. A score of at least 70% is required to pass the competitive multiple-choice test.

You will be scheduled to take the test on one of the dates listed in the above "Test Date" box. You will be randomly assigned to a test date and location, and you cannot request that your scheduled test date or location be changed, unless you meet the conditions in the "Special Arrangements" section below.

Your score on the competitive multiple-choice test will determine 85% of your final score. Your seniority will determine the remaining 15%. You must pass the competitive multiple-choice test to have your seniority credited. Your seniority score will be 70 plus ½ point for each three months of completed, permanent continuous service with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services in competitive class titles. Your service will be credited through the first date of the competitive multiple-choice test, up to a maximum of 15 years. Time served prior to a break in service of more than one year will not be credited.

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 is established.

The competitive multiple-choice test may include questions on the following abilities:

- **Written Comprehension** – Ability to understand written sentences and paragraphs.
  - Example: *Understanding a training manual's instructions.*
- **Written Expression** – Ability to use English words or sentences in writing so others will understand.
  - Example: *Typing a customer's complaint into the appropriate database with good grammatical form.*
- **Problem Sensitivity** – Ability to tell when something is wrong or is likely to go wrong. It includes being able to identify the whole problem as well as the elements of the problem.
  - Example: *Identifying the effect of an employee's recurrent latenesses.*
- **Mathematical Reasoning** – Ability to understand and organize a problem and then to select a mathematical method or formula to solve the problem. It encompasses reasoning through mathematical problems to determine appropriate operations that can be performed to solve problems. It also includes the understanding or structuring of mathematical problems. The actual manipulation of numbers is not included in this ability.
  - Example: *Determining which mathematical formula to use to calculate the degree to which an employee's call performance has improved month-to-month.*
- **Number Facility** – Involves the degree to which adding, subtracting, multiplying, and dividing can be done quickly and correctly. These can be steps in other operations such as finding percentages.
  - Example: *Performing a calculation to determine the remaining balance on a MetroCard.*
- **Deductive Reasoning** – Ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer make sense.
  - Example: *Understanding and applying NYCT rules.*
- **Inductive Reasoning** – Ability to combine separate pieces of information, or specific answers to problems, to form general rules or conclusions.
  - Example: *Understanding why customer service is important and forming appropriate conclusions about how to handle a dissatisfied customer.*

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## THE TEST (Continued)

- **Information Gathering** – Ability to follow correctly a rule or set of rules to arrange things or actions in a certain order. The rule or sets of rules used must be given. The things or actions to be put in order can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations.
  - Example: *Following a step-by-step rule on how to update a weather advisory status line.*
- **Spatial Orientation** – Ability to tell where you are in relation to the location of some object or to tell where the object is in relation to you.
  - Example: *Reading a map to train an employee on how to provide a customer with travel directions.*
- **Planning and Organizing** – Establishing a course of action for self and/or others to accomplish a specific goal; planning proper assignment of personnel and appropriate allocation of resources.
  - Example: *Preparing a list of customer complaints in priority order.*
- **Delegation** – Utilizing subordinates effectively; allocating decision-making and other responsibilities to the appropriate subordinates.
  - Example: *Assigning a new employee their weekly and daily call targets.*
- **Management Control** – Establishing procedures to monitor and/or regulate processes, tasks, or activities of subordinates and job activities and responsibilities; taking action to monitor the results of delegated assignments or projects.
  - Example: *Conducting quality control test calls to ensure employees are providing excellent customer service.*
- **Development of Subordinates** – Developing the skills and competencies of subordinates through training and developmental activities related to current and future jobs.
  - Example: *Training an employee on how to conduct peer training for new hires.*
- **Sensitivity** – Actions that indicate a consideration for the feelings and needs of others.
  - Example: *Expressing empathy to a customer who reports losing an item on a subway platform.*
- **Analysis** – Identifying problems, securing relevant information, relating data from different sources and identifying possible causes of problems.
  - Example: *Using a subway map and a timetable to assist a customer with travel directions.*
- **Judgement** – Developing alternative courses of action and making decisions based on logical assumptions that reflect factual information.
  - Example: *Determining whether a MetroCard refund is appropriate in light of the customer's situation.*

## TEST ADMINISTRATION GUIDELINES

**Warning:** You are not permitted to enter the test site with cellular phones, smart watches, 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.

You may not have any other person, including children, present with you while you are being processed for or taking the test and no one may wait for you inside of the test site while you are taking the test.

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## TEST ADMINISTRATION GUIDELINES (Continued)

**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.

**Proof of Identity:** You must present your MTA employee ID when you arrive to take the test.

## THE TEST RESULTS

If you pass the competitive multiple-choice test and are marked eligible, 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. If you meet all requirements and conditions, you will be considered for promotion when your name is reached on the eligible list.

## SPECIAL ARRANGEMENTS

**Late Filing:** Consult with **your department's Human Resources representative** to determine the procedure for filing a late *Application* if you meet one of the following conditions:

1. You are absent from work for at least one-half of the application period and are unable to apply for reasons such as vacation, sick leave or military duty; or
2. You become eligible after the above application period, but on or before the first date of the multiple-choice test.

**Make-Up Test:** You may apply for a make-up test if you cannot take the test on the scheduled 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 where you are an officer or employee of the City;
4. Absence due to ordered military duty;
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 60 days of your scheduled test date or make the request within 60 days of restoration to your position after performing ordered military duty.

**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 scheduled test date.

## CORRESPONDENCE

**Change of Contact Information:** You must keep your employee contact information (telephone number, mailing address and email address) current with **both MTA New York City Transit and the MTA Business Service Center (BSC)**.

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## **CORRESPONDENCE (Continued)**

**To update your contact information with the MTA New York City Transit, you must do one of the following:**

1. Visit us at the MTA Exam Information Center;
2. Send an e-mail to [examsunit@nyct.com](mailto:examsunit@nyct.com), with the subject named 'Contact Info Update'; or
3. Mail us at the address below, with the words 'Contact Info Update' next to the exam title.

**To update your contact information with the MTA Business Service Center (BSC), you must visit [www.mymta.info](http://www.mymta.info) and select the "My Personal Information" tab.**

Failure to keep your employee contact information current with **both MTA New York City Transit and the MTA Business Service Center (BSC)**, will prevent you from receiving important information about your exam(s) or consideration for promotion, including important information that may require a response by a specified deadline.

All other correspondence must be sent to the following address:

Promotion to Associate Transit Customer Service Specialist, Exam No. 0705  
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 promotion, and may result in criminal prosecution.

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

MTA New York City Transit is an Equal Opportunity Employer  
Title Code No. 60866; Transit Customer Service Specialist Occupational Group Group II - Per Annum Positions

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