



THE CITY OF NEW YORK  
DEPARTMENT OF CITYWIDE  
ADMINISTRATIVE SERVICES  
APPLICATIONS CENTER  
18 WASHINGTON STREET  
NEW YORK, NY 10004

MICHAEL R. BLOOMBERG  
Mayor

MARTHA K. HIRST  
Commissioner

## NOTICE OF EXAMINATION

### REQUIRED FORMS

APPLICATION FORM  
EDUCATION AND EXPERIENCE  
TEST PAPER  
FOREIGN EDUCATION  
FACT SHEET  
(IF APPLICABLE)

### STATION AGENT Exam. No. 8011 New York City Transit Authority

**WHEN TO APPLY:** From: March 5, 2008    **APPLICATION FEE:** \$40.00  
To: March 25, 2008    Payable by money order to DCAS (EXAMS) or  
payable online by credit card, bank card or debit card.

**THE TEST DATE:** The multiple-choice test is expected to be held on **Saturday, June 14, 2008.**

**WHAT THE JOB INVOLVES:** 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; and walking/riding up and down stairways, ramps, and escalators/elevators.

**Special Working Conditions:** Station Agents may be required to work rotating shifts including nights, Saturdays, Sundays, and holidays.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

**THE SALARY:** The current minimum salary is \$17.6550 per hour, with increments to a current maximum of \$24.7150 per hour after three years. This rate is subject to change. In addition, you receive night and weekend differentials, paid holidays, vacations and sick leave, a comprehensive health plan and a pension plan.

**HOW TO APPLY:** If you believe that you meet the requirements in the "How to Qualify" section, there are two ways to apply for this examination;

- (1) **Online at the DCAS WEBSITE:** If you wish to apply online, go to the Online application System (OASys) at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs) and follow the onscreen application instructions for electronically submitting your application and completing any required forms. The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or prepaid debit card which you may purchase online or at various retail outlets.
- (2) **By mail:** refer to the "Required Forms" section below for the forms that you must fill out. Return the completed forms and the application fee to DCAS Applications Section, 1 Centre Street, 14th floor, New York, NY 10007.

DCAS will not accept applications in person from candidates.

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

**HOW TO QUALIFY:**

**Education and Experience Requirements:** By the **last day of the Application Period** you must have:

1. A four-year high school diploma or its educational equivalent; and
2. Eighteen months of full-time satisfactory experience, of which at least twelve months must have been continuous (with one employer), providing high-volume customer service to the general public, performing duties primarily involving the resolution of customers' problems and complaints, and providing guidance and directions.

**Following are examples of qualifying duties. These examples are not all-inclusive.**

- A. Providing comprehensive customer service entailing the dispensing of information and listening to and resolving customers' concerns, problems and complaints.
- B. Giving travel information in a transportation environment, such as a bus, rail, air or marine station, terminal or port.
- C. Advising customers on company products or services, and various purchasing options.
- D. 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.

Examples of **acceptable** experience include, but are not limited to: transportation ticket agent, flight attendant, travel agent, concierge, guest services agent, tour guide, toll collector, call center representative, technical support specialist, bank teller and retail sales associate.

Examples of **unacceptable** experience include, but are not limited to: Experience which involves only incidental or occasional low volume or non-public customer service, such as: nurse's aide, security guard, traffic enforcement worker, parking-lot attendant, non-restaurant food server, porter, caretaker, mechanic's helper, field technician, housekeeper, athletic trainer, vehicle operator, stock worker, medical technician, financial advisor, receptionist, personal assistant, customs and border protection officer, etc.

You may be given the multiple-choice test before we verify your qualifications. You are responsible for determining whether or not you meet the qualification requirements for this examination prior to submitting your application. If you are marked "Not Qualified," your application fee will not be refunded and you will not receive a score.

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

**Residency:** 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 Reform and 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 the City of New York.

**REQUIRED FORMS:**

1. **Application for Examination:** Make sure that you follow all instructions included with your application form, including payment of fee. **Save a copy of the instructions for future reference.**
2. **Education and Experience Test Paper:** Write your social security number in the box at the top right side of the cover page, and the examination title and number in the box provided. Fill out Sections A, B and C. 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.**
3. **Foreign Education Fact Sheet (Required only if you need credit for your foreign education to meet the education and experience requirements):** 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 are listed on 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. You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from the last date for applying for this examination.

**ADMISSION CARD:** You should receive an Admission Card in the mail about 10 days before the date of the test. If you do not receive an Admission Card at least 4 days before the test date, you must go to the Examining Service Section, 1 Centre Street, 14th floor, Manhattan, to obtain a duplicate card.

**THE TEST:** You will be given a multiple-choice test. Your score on this test will be used to 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.

**THE TEST RESULTS:** If you meet the education and experience requirements, and pass the 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. If you meet all requirements and conditions, you will be considered for appointment when your name is reached on the eligible list.

**SPECIAL TEST ACCOMMODATIONS:** If you plan to request special testing accommodations due to disability or an alternate test date due to your religious belief, and you are applying

1. **online**, follow the onscreen instructions; or
2. **by mail**, follow the instructions included with the "Application for Examination."

---

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 Applications Center of the Division of Citywide Personnel Services, 18 Washington Street, NY, NY.

The City of New York is an Equal Opportunity Employer.

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

**For information about other exams, and your exam or list status, call 212-669-1357.  
Internet: [nyc.gov/dcas](http://nyc.gov/dcas)**