



New York City Transit

Notice of Examination

Station Agent

Exam No. 6600

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

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.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Questions And Answers For The Nyc Station Agent Exam

Michael Rajnik



Questions And Answers For The Nyc Station Agent Exam:

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