



New York City Transit

Notice of Examination

Promotion to Collection Supervisor (Revenue),

Exam No. 4710

Application Deadline:

March 15, 2024

Types of Tests:

Multiple-Choice Test,
Supervisory Abilities
Assessment & Report Writing
Assessment

Application Fee:

\$91.00

Multiple-Choice Test Date:

(subject to change)

Saturday, June 22, 2024 or
Sunday, June 23, 2024

Note: Unless otherwise specified, you will be randomly scheduled to test on one of the dates indicated above.

JOB DESCRIPTION

Collection Supervisors (Revenue), in the Division of Revenue Control, perform supervisory work of varying levels of difficulty with regard to the secure collection and transport of MTA New York City Transit revenue and fare media. At Assignment Level I, under general supervision, they are responsible for an assigned group of armed subordinate employees engaged in the delivery, collection and protection of revenue and fare media. They ensure adequate and uninterrupted coverage of an assigned revenue collection services unit; are responsible for the efficient operation of revenue equipment handled by subordinates; monitor the routes and schedules of revenue collection armored trucks for the purpose of maximum efficiency and productivity; conduct field inspections of Collecting Agents; compile and analyze records; write reports; operate a motor vehicle; and perform related work.

Special Working Conditions: Collection Supervisors (Revenue) 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.)

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SALARY

The current minimum salary for Collection Supervisor (Revenue) is \$83,324 per annum for a 40-hour work week increasing to \$104,155 per annum in the sixth year of service. These rates are 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.

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 Collecting Agent; 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 tests and/or assessments 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.

THE TEST

The test will consist of three distinct components: a competitive multiple-choice test, a qualifying supervisory abilities assessment and a qualifying report writing assessment. All three components of the test will be given in a single session on the same day. A score of at least 70% is required to pass each test.

You will be 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 Test Accommodations" subsection 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 and both the qualifying supervisory abilities assessment and report writing assessment 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.

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The multiple-choice test and supervisory abilities assessment may measure your knowledge, skills and abilities in the following and other related areas:

- **Principles of Supervision** – Including assigning and scheduling, planning, organizing and monitoring work
 - Example: *Assigning appropriate duty shifts to various employees*
- **Knowledge of Transit Rules and Regulations** – Including administrative procedures involving discipline
 - Example: *Knowing the proper procedure for addressing an on-the-job injury.*
- **Analysis and Preparation of Reports**– Including narrative and numerical reports and knowledge of and ability to perform basic arithmetic
 - Example: *Reporting on any unusual occurrences during a shift*
- **Knowledge of Safety and Security Rules** – Including operating procedures applicable to the collection and transport and delivery of MTA revenue and fare media
 - Example: *Identifying the roles and responsibilities of each employee in an armored truck*
- **Supervisory Rules and Regulations:** Knowledge of rules and regulations used to evaluate, instruct and supervise
 - Example: *Informing subordinates of workplace policies regarding time-off requests*
- **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 with revenue equipment that must be attended to.*
- **Delegation** – Utilizing subordinates effectively; allocating decision-making and other responsibilities to the appropriate subordinates
 - Example: *Assigning a new type of task to an experienced agent*
- **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 tests to ensure employees are performing adequately*
- **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*
- **Analysis** – Identifying problems, securing relevant information, relating data from different sources and identifying possible causes of problems
 - Example: *Determining how many Agents are needed for the work to be performed.*
- **Judgement** – Developing alternative courses of action and making decisions based on logical assumptions that reflect factual information
 - Example: *Determining which assignments are high priority and should be completed as soon as possible*

The qualifying report writing assessment will require candidates to write one or more reports based on information provided on the day of the test. Candidates will be evaluated on their ability to write concisely, comprehensively and clearly using good grammatical form. Only those candidates who achieve passing scores on the competitive multiple-choice test and qualifying supervisory abilities assessment will have their qualifying report writing assessment rated.

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HOW TO SUBMIT AN APPLICATION

If you believe you meet the requirements in the “Eligibility to Take Examination” section, you may submit an application during the application period. If you believe you have a special circumstance (e.g., a disability, military duty) that prevents you from applying as instructed below, please refer to the Special Circumstances Guide referenced in the “Special Test Accommodations” subsection below. Applications will **not** be accepted in person.

Online Applications:

1. If you are an active MTA employee, apply using the MTA Business Service Center (BSC) employee portal at www.mymta.info by the last day of the application period (non-active MTA employees and applicants requesting a fee waiver must email us by the last day of the application period at 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 the latest version of Microsoft Edge, 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.

Application Fee: This fee is generally not refundable. Under special circumstances, you may be entitled to a refund. Please refer to the Department of Citywide Administrative Services (“DCAS”) General Exam Regulation E.3.4 to determine if you are entitled to a refund. Please visit http://web.mta.info/nyct/hr/forms_instructions.htm to access the DCAS General Exam Regulations online. Application fee refund requests, along with any relevant supporting documentation, should be emailed to examsmakeups@nyct.com or mailed to the address in the “Correspondence” section below.

Late Applications: Refer to the “Correspondence” section below to contact the Examinations Unit to determine the procedure for submitting 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 before the first test date.

Special Test Accommodations: If you plan to request an alternate test date due to your religious observance or special testing accommodations due to disability, please follow the instructions included in the Special Circumstances Guide, which is accessible online at http://web.mta.info/nyct/hr/forms_instructions.htm and will be attached to this Notice of Examination during the application period. An alternate test date due to religious observance must be requested no later than 15 days prior to the date on which multiple-choice testing is expected to begin. Special testing accommodations due to disability must be requested no later than 30 days prior to the date on which multiple-choice testing is expected to begin.

Make-Up Tests: You may apply for a make-up test if you cannot take the multiple-choice test as scheduled for any of the following reasons:

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1. Compulsory attendance before a public body; or
2. On-the-job injury or illness caused by municipal employment where you are an officer or employee of the City; or
3. Absence from the test within one week after the death of a spouse, domestic partner, parent, parent-in-law, sibling, child, or child of a domestic partner where you are an officer or employee of the City; or
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; or
7. Pregnancy, childbirth or a related medical condition.

To request a make-up test, submit your request with documentation of the special circumstances that caused you to miss your test (as attachments) by email to examsmakeups@nyct.com or by mail to the address in the “Correspondence” section below as soon as possible.

CORRESPONDENCE

Change of Contact Information: It is critical that you keep your contact information (i.e., telephone number, mailing address and/or email address) current with MTA New York City Transit. You may miss important information about your exam(s) or consideration for appointment or promotion, including important information that may require a response from you by a specified deadline, if we do not have your correct contact information. To update your contact information, you may:

1. Email us at examsunit@nyct.com with the subject “Contact Info Update;” or
2. Mail your request to the address at the end of this section.

Your request must include your full name, exam title(s), exam number(s) and your old and new telephone numbers, mailing and/or email address. **MTA New York City Transit employees must also visit the employee portal at www.mymta.info to update their contact information through the “BSC.”**

All other correspondence should be sent to examsunit@nyct.com and must include “Promotion to Collection Supervisor (Revenue), Exam No. 4710” in the Subject. Alternatively, you can mail your correspondence to the following address:

Promotion to Collection Supervisor (Revenue), Exam No. 4710
MTA New York City Transit Exams Unit
300 Cadman Plaza West, 3rd Floor
Brooklyn, NY 11201

TEST SITE REQUIREMENTS

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 must email a request for a duplicate Admission Letter to examsunit@nyct.com. 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 above for instructions on how to update your address and other contact information.

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

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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.

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 New York City Transit employee ID when you arrive to take the test.

THE TEST RESULTS

If you pass the competitive multiple-choice test, qualifying supervisory abilities assessment and qualifying report writing assessment 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.

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.

Driver License Requirement: At the time of promotion, you must have:

1. A Class A or Class B Commercial Driver License (CDL) valid in the State of New York with no disqualifying restrictions that would preclude the performance of this title; or
2. A Motor Vehicle Driver License valid in the State of New York and a Learner Permit for a Class B CDL valid in the State of New York with no disqualifying restrictions.

If you qualify under "2" above, your promotion will be subject to the receipt of the Class B CDL valid in the State of New York, with no disqualifying restrictions within six months of promotion. The Class B CDL, as described, must be maintained for the duration of your employment in the title. If you have serious moving violations, a license suspension or an accident record, you may be disqualified.

The Class A or Class B Commercial Driver License (CDL) with no disqualifying restrictions must be maintained for the duration of your employment in the title. Such license and/or Learner Permit must not include any restrictions which would preclude the performance of Collection Supervisor (Revenue) work.

Commercial Motor Vehicle Driving Experience in the Military or New York National Guard: If you are an active member or former member (discharged in the past year) of the military or New York National Guard and have experience driving a Commercial Motor Vehicle in the military or New York National Guard, you may be eligible for a waiver of the New York State commercial driving skills test through the New York State Department of Motor Vehicles. If you believe that you may be eligible for this waiver, you must apply for the waiver through the New York State Department of Motor Vehicles.

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Handgun License Requirement: At the time of promotion, you must possess a Restricted Guard Carry Handgun License valid in the City of New York, which must be maintained for the duration of employment. Failure to maintain this license may result in dismissal.

Bonding Requirement: You must be acceptable for bonding at the time of promotion and for the duration of your employment.

Drug Screening Requirement: You must pass a drug screening in order to be promoted, and if promoted, you will be subject to random drug and alcohol tests for the duration of your employment. Additionally, if you have tested positive on a drug or alcohol test or had a refusal to test during pre-employment or while employed by a Federal DOT-regulated employer during the applicable period, you must have completed the Substance Abuse Professional (SAP) evaluation, referral and education/treatment process required by federal law in order to be promoted to this safety-sensitive position.

ADDITIONAL INFORMATION

Training: You may be required to undergo a formalized training course during your probationary period. Failure to successfully complete the training course may result in termination or being returned to your previously held permanent title.

Probationary Period: You will be required to complete a probationary period. If you do not successfully complete the probationary period, you may be terminated or returned to your previously held permanent title.

PENALTY FOR MISREPRESENTATION

Any intentional misrepresentation on the application or examination may result in disqualification, even after promotion, and may result in criminal prosecution.