



New York City Transit

Notice of Examination

Collecting Agent, Exam No. 5607

Application Deadline:

November 15, 2024

Type of Test:

Education and Experience Test

Application Fee:

\$68.00

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a service fee of 2.95% of the payment amount. This service fee is nonrefundable.

Test Date:

Not Applicable

JOB DESCRIPTION

Collecting Agents, under supervision, perform routine work involved in the collection, transportation and delivery of revenue and fare media from various New York City Transit and other MTA agency facilities and locations including subway, elevated and surface lines to the central revenue and fare media bureau and from the revenue bureau to banks or depositories; stock MetroCard Vending Machines (MVM) and provide security for MVM technicians; complete forms; keep records; make reports; serve as armed revenue guards; drive armored trucks; and perform related work.

Some of the physical activities performed by Collecting Agents and environmental conditions experienced are: lifting and carrying revenue bags and cash boxes; working as a crew member on armored trucks; walking at a fast pace; standing for long periods; frequently stepping up to and down from two-foot heights; and working outdoors in all weather conditions.

Special Working Conditions: Collecting 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.)

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Application Period Opened: October 1, 2024

SALARY AND BENEFITS

The current minimum salary for Collecting Agent is \$26.43 per hour for a 40-hour work week increasing to \$37.75 per hour 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

Experience and License Requirements:

1. By the **last day of the Application Period**, you must meet one of the following experience requirements:
 - A. Three years of full-time experience as an armed armored car guard, armed security guard, armed peace officer, armed military police officer or comparable armed work experience in a related field; or three years of full-time experience in New York City Transit as a Station Agent or Transit Property Protection Agent; **or**
 - B. Two years of full-time experience described in "1A" above, plus at least two years of full-time experience as an unarmed armored car guard or security guard, peace officer, military police officer or in a position performing comparable work.
2. By the **last day of the Application Period**, you must also possess:
 - A. A valid Carry Business, Limited Carry Business, Carry Guard or Special Carry Guard Handgun License issued by the New York City Police Department or issued by a jurisdiction in New York State, valid for carry in New York City.

Persons retired from public service are advised to consult with their pension system regarding the pension implications of a possible appointment as a Collecting Agent with New York City Transit.

The following are examples of types of experience that are **not** acceptable: bail bond investigator, bodyguard, chauffeur, or private investigator.

You are responsible for determining whether you meet the qualification requirements for this examination prior to submitting the Application. If you are marked "Not Qualified," your application fee will not be refunded, and you will **not** receive a score.

THE TEST

Your test score will be based on your experience and license as determined by the competitive education and experience test that you will submit with your application. You will receive a score of 70% for meeting the experience and license requirements listed in the "How to Qualify" section above. You will receive 10 points for each additional year of full-time experience described in the "How to Qualify" section, as summarized below.

If you have an additional:	Your score will be:
One year but less than two years of experience	80
Two years but less than but less than three years of experience	90
Three years of experience or more	100

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You will receive a maximum of one year of experience credit for each year you worked. If you have any of the above experience on a part-time basis, it will be credited according to the equivalent percent of full-time experience. Experience used to meet the minimum requirements cannot be used to gain additional credit.

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.

HOW TO OBTAIN AN APPLICATION

During the application period, you may apply online for this examination (see the Online Applications sub-section below). Or, if you are unable to apply online, you may obtain an electronic copy of the mail-in application package for this examination by emailing a request to examsunit@nyct.com 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.

HOW TO SUBMIT AN APPLICATION

You must submit an application during the application period, and applications will **not** be accepted in person. Applicants who apply online and wish to request a Fee Waiver **must** only complete the Online Applications Steps 1 through 3 below. You will have until midnight Eastern time on the last day of the Application Period (November 15, 2024), to clearly specify in detail all of your relevant education and experience on your Education and Experience Test and submit it in Microsoft Forms. If you do not submit your Education and Experience Test in Microsoft Forms by midnight Eastern time on the last day of the Application Period (November 15, 2024), your application will be considered incomplete, you will not be entitled to the appeals process, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

Online Applications:

If you are not an active MTA employee, apply using www.mymta.info/exams by the last day of the application period (Active MTA employees can apply using the MTA Business Service Center (BSC) employee portal at www.mymta.info). **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.

1. To apply, log into your existing account, or create an account if you do not yet have one.
2. Follow the steps to submit an application.
3. A confirmation number will appear on the same page after submitting your application (Save this number for future reference). Please write this confirmation number down as you will need it to complete your MS Forms Education and Experience Test Paper.

IMPORTANT: If you are requesting a **fee waiver**, proceed to Step 7, you should not complete Steps 4, 5, or 6 below. Instead, **by November 29, 2024**, you must submit documentation supporting your fee waiver request by mail to Collecting Agent, Exam No. 5607, MTA New York City Transit, 149 Pierrepont Street, Brooklyn, NY 11201, Attn: Exam Administration, 3rd Floor, Room 3.600. You must include your full name, last 4 digits of your Social Security Number (SSN), your Applicant ID Number (if known), your online application confirmation number, and the exam title and number with your request.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: October 1, 2024

For fee waiver request documentation requirements, please refer to the Fee Waiver Request 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.

4. Below the confirmation number, a Pay Examination Fee button will appear for you to click to open the payment page.
5. A major credit card or a bank card associated with a bank account must be used when paying the application fee, and this fee will appear on your credit or bank card statement as “MTA NYCT Exam Fee.” Note: Disputing the application fee could result in removal from this examination, and it might affect your ability to apply online for any future examinations.
6. You will be sent a confirmation email after you submit payment for the application fee (Save this email for future reference).

Note: If you have trouble paying the application fee after submitting your online application, please visit http://web.mta.info/nyct/hr/forms_instructions.htm to access the Online Payment Tutorial.

7. Once you complete the payment, please click the following link: <https://forms.office.com/g/h4vk3ArG26>. This link will bring you to a Microsoft Forms Education and Experience Test Paper that must be completed to finalize the application process. Failure to complete this document will result in you being found not qualified for the examination.

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.

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 employees, MTA New York City Transit Employees, and employees of other MTA related agencies must also visit the employee portal at www.mymta.info to update their contact information through the “BSC.”**

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Application Period Opened: October 1, 2024

All other correspondence should be sent to examsunit@nyct.com and must include "Collecting Agent, Exam No. 5607" in the Subject. Alternatively, you can mail your correspondence to the following address:

Collecting Agent, Exam No. 5607
MTA New York City Transit
149 Pierrepont Street
Brooklyn, NY 11201
Attn: Exam Administration, 3rd Floor, Room 3.600

THE TEST RESULTS

If you pass the education and experience test and possess at least one of the required licenses, 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.

REQUIREMENTS TO BE APPOINTED

Handgun License Requirement: At the time of appointment, you must still possess a valid pistol permit as described in the "How To Qualify" section. At this time, you will receive the New York City Transit endorsement for your pistol permit. This permit must be maintained for the duration of your employment. Failure to maintain this permit while employed in the title of Collecting Agent may result in termination.

Driver License Requirement: At the time of appointment, you must possess either:

1. A Class A or Class B Commercial Driver License (CDL) valid in the State of New York with no airbrake restrictions and with no disqualifying restrictions that would preclude the performance of the duties 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 airbrake restrictions and with no disqualifying restrictions.

If you qualify under "2" above, your appointment will be subject to the receipt of a Class B CDL valid in the State of New York with no disqualifying restrictions within 60 days of appointment, or your employment will be terminated. 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 Collecting Agent 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.

Medical Requirement: Medical guidelines have been established for the position of Collecting Agent. You will be examined to determine whether you can perform the essential functions of the position. Where appropriate, a reasonable accommodation will be provided for a person with a disability to enable such person to perform the essential functions of the job.

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Application Period Opened: October 1, 2024

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 to perform the duties and responsibilities of the position.

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 MTA New York City Transit.

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.

Probationary Period: You will be required to complete a probationary period. If you do not successfully complete the probationary period, you may be terminated.

PENALTY FOR MISREPRESENTATION

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