



Notice of Examination

Associate Transit Customer Service Specialist,

Exam No. 0609

Application Deadline:

December 24, 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 AND BENEFITS

The current minimum salary for Associate Transit Customer Service Specialist is \$55,974 per annum. This rate is 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.

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HOW TO QUALIFY

Education and Experience Requirements: By the **last day of the Application Period**, you must meet the following requirements:

1. A baccalaureate degree from an accredited college or university and two years of satisfactory, full-time experience in a customer service or public information capacity dispensing information and listening to and resolving customers' general concerns, complaints and/or problems regarding an employer's products or services; or
2. An associate degree from an accredited college or university and three years of satisfactory, full-time experience as described in "1" above; or
3. A four-year high school diploma or its educational equivalent and four years of satisfactory, full-time experience as described in "1" above.

If you have qualifying part-time experience, it will be credited on a prorated basis.

Experience which involves only incidental or occasional customer service, such as a sales associate or cashier is not acceptable.

The high school must be approved by a State's Department of Education or a recognized accrediting organization. The college or university must be accredited by regional, national, professional or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education, and by the Council for Higher Education Accreditation (CHEA).

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

REQUIREMENTS TO BE APPOINTED

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 and asking clarifying questions to better understand their concern, complaint or problem.*

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REQUIREMENTS TO BE APPOINTED (Continued)

- **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, and providing alternative routes.*
- **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.*

Residency: New York 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 MTA New York City Transit.

HOW TO OBTAIN AN APPLICATION

During the application period, the application and other required forms for this examination will be attached to this Notice of Examination. Additional copies may be obtained during the application period at <http://mta.info/nyct/hr/appexam.htm>, or you may obtain a printed copy in person at the MTA Exam Information Center, as indicated below. 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.

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 the G train to the Hoyt Street Station.

REQUIRED FORMS

1. **Application:** Make sure that you follow all instructions included with your *Application*, 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 of the cover page, and the examination title and number in the box provided. 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 for this examination):** 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, as well as instructions on how to submit this evaluation are listed in 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. Your foreign education evaluation **must** be submitted directly to NYC Transit’s Examinations Unit by the service completing the evaluation. Foreign education evaluations received directly from applicants will **not** be accepted. You can also access the *Foreign Education Fact Sheet* on our website at http://web.mta.info/nyct/hr/forms_instructions.htm.

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REQUIRED FORMS (Continued)

Note: If you have earned a higher-level degree in the United States that supersedes the level of education required to meet the qualification requirements, you do not need to submit a foreign education evaluation. However, you must indicate that you have completed the higher-level degree in the United States; proof of acceptance into an academic program or school is not sufficient to determine satisfactory equivalency.

HOW TO SUBMIT AN APPLICATION AND PAY THE APPLICATION FEE

If you believe you meet the requirements in the “How to Qualify” section, you **must** apply by mail. MTA New York City Transit will **not** accept *Applications* in person.

Applications by mail must:

1. Include all of the required forms, as indicated in the “Required Forms” section above.
2. Be postmarked by the last day of the application period.
3. Be mailed to the address in the “Correspondence” section of this notice.
4. Include the appropriate fee in the form of a money order.

The Money Order (Postal Money Order preferred) must:

1. Be made payable to MTA New York City Transit.
2. Be valid for one year.
3. Have the following information written on it: your name, home address, the last four digits of your social security number, and the exam title and exam number.

Save your money order receipt for future reference and proof of filing an *Application*.

Cash and personal checks will not be accepted.

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 above and must submit the *Application* and required forms 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 how to request an application fee waiver is available with the *Application*.

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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.

THE TEST

You will be given a competitive multiple-choice test. A score of at least 70% is required to pass this test. Your score on this test will determine your place on the eligible list.

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.

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.*

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THE TEST (Continued)

- **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.*
- **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.

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TEST ADMINISTRATION GUIDELINES (Continued)

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.

Required Identification: You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. **If you do not have an acceptable ID, you may be denied testing.** Acceptable forms of identification (bring one) are as follows: State issued driver's license, State issued identification card, US Government issued Passport, US Government issued Military Identification Card, US Government issued Alien Registration Card, IDNYC, Employer ID with photo, or Student ID with photo.

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.

THE TEST RESULTS

If you meet the education and experience requirements and pass the competitive 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.

ADDITIONAL INFORMATION

Probationary Period: You will be required to complete a one-year probationary period. Those who do not successfully complete the probationary period may be terminated or returned to their previously held permanent title at the discretion of MTA New York City Transit .

Promotion Examination: A promotion examination for this title is being held for eligible MTA New York City Transit employees. The names appearing on the promotion list will be considered first in filling vacancies.

SPECIAL ARRANGEMENTS

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 first scheduled test date.

Make-Up Test: You may apply for a make-up test if you cannot take the Multiple-Choice test on the scheduled 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

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SPECIAL ARRANGEMENTS (Continued)

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 90 days after performing ordered military duty.

CORRESPONDENCE

Change of Contact Information: It is critical that you keep your contact information (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 by a specified deadline, if we do not have your correct contact information. To update your contact information, you must do one of the following:

1. Visit us at the MTA Exam Information Center;
2. Email us at 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.

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. **All changes to an MTA employee's contact information must also be made through the MTA Business Service Center (BSC) via the employee portal at <http://www.mymta.info>.**

All other correspondence must be sent to the following address:

Associate Transit Customer Service Specialist, Exam No. 0609
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 appointment, and may result in criminal prosecution.

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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