



Attention! CTA's Can Now Apply for Promo- tional Exam to S/A



New York City Transit

Notice of Examination

Promotion to Station Agent, Exam No. 4707

Application Deadline:

October 31, 2023

Type of Test:

Multiple-Choice Test

Application Fee:

\$68.00

Multiple-Choice Test Date:

(subject to change)

Saturday, January 20, 2024 or
Sunday, January 21, 2024

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

JOB DESCRIPTION

Station Agents, under general supervision, provide direct, front line customer service to New York City Transit 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.)

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Application Period Opened: October 1, 2023

**USE THE QR CODE TO GO TO THE MTA PORTAL TO SIGN UP!
DEADLINE IS OCTOBER 31 — ACT NOW!**

