



## **DUTIES AND RESPONSIBILITIES OF EMPLOYEES IN THE DIVISION OF STATION ENVIRONMENT AND OPERATIONS**



This chapter contains some of the job descriptions for operating employees in the Authority. Although the descriptions outline general duties performed by employees in the title, the listing of duties is not exhaustive. We are also governed by Civil Service job descriptions, if applicable, and/or updates by notices of examination. Employees may be called upon to perform duties not specifically listed in the job descriptions but which the Authority is otherwise authorized to prescribe in its regulations. In addition, particular job functions may be added, deleted or modified over time due to evolutionary or technological changes in the nature of the assignment.



### **CLEANER**

#### **Rule 15.01**

#### **DUTIES AND RESPONSIBILITIES:**



Under general supervision, cleans, sweeps and washes subway and elevated stations, interiors and exteriors of subway cars and buses in shops, depots, yards, equipment rooms, facilities and on the road. All personnel perform related work and such other duties as the New York City Transit Authority is authorized by law to prescribe in its regulations.



#### **EXAMPLES OF TYPICAL TASKS:**

Cleans, polishes, sweeps and washes the interiors and exteriors of subway cars and buses, subway and elevated stations, yards, including steps, platforms, mezzanines, bus ramps, tile walls and floors, sidewalks, wash rooms, toilets, vending machines (MVM/MEM), elevators/escalators, glass, turnstiles, railings, trash receptacles, service booths and related rooms and enclosures. Operates cleaning equipment, such as vacuums, scrubber machines and sweepers. Performs light maintenance work on cleaning equipment, such as changing brushes and rollers. Removes snow using equipment such as shovels, pushers, choppers and snow blowers.



### **STATION AGENT**

#### **Rule 15.02**

#### **DUTIES AND RESPONSIBILITIES:**

Under general supervision, provides direct proactive customer service. Must listen to and understand customers for the purpose of providing solutions to their concerns, problems and complaints. Provides customers with travel and transit system-related information and services (best routes, mode options, tourist attractions), and helps customers with the purchase and use of fare media.. Performs "fingertip" maintenance on station equipment; observes and reports on overall station conditions. Encodes and sells fare media (using a computer) . Conducts Station inspections (light outages, elevator/escalator service, reporting unsanitary conditions, structural defects, hazardous conditions, public telephones); and provides emergency assistance to customers as directed by management.





In addition, Station Agents will continue, wherever appropriate, to make change for customers, monitor fare evasion, read meters, make proper reports regarding revenue, be responsible for the safety and proper handling of all monies, farecards, block tickets and all other fare media, as well as any lost property received. Station Agents will also compile data and check fare reports, time control logs and all other issued property and will perform such other duties as the MTA New York City Transit is authorized by law to prescribe in its regulations.

In order to fulfill these duties, Station Agents may be required to work inside vendor's booths, communicate (hear and respond) with customers on subway platforms, and walk up and down stairways and ramps.

#### **EXAMPLES OF TYPICAL TASKS:**

- (a) configuring turnstiles (using computer to set the turnstiles to operate in an exit, entry, closed or agent release mode) and obtaining meter readings; fare media encoding and sales using a computer.
- (b) operating the printer to print reports and receipts;
- (c) balancing booth funds and remitting farecard sales
- (d) performing fingertip maintenance work such as cleaning of read/write heads, cleaning of MVMs, removing jams from equipment, replenishing the operating stock pertinent to the functioning of the AFC printer (including, but not limited to paper rolls and toner);
- (e) distributing AFC promotional and informational materials to the riding public.
- (f) Inspecting/restarting escalator (with proper training).
- (g) responsible for booth property.

### **SUPERVISOR (STATIONS)**

#### **Rule 15.03**

#### **DUTIES AND RESPONSIBILITIES:**

Supervisors (Stations) supervise employees engaged in work of varying degrees of difficulty and responsibility involving the receipt and remittance of revenue, the operation of station controls, and the cleaning of stations and environs. They inspect stations and station equipment, and perform related work. Supervisors (Stations) supervise an assigned group of subordinate employees engaged in manual, mechanical, and specialized cleaning of stations and environs; supervise track tile cleaning and refuse collection; supervise and assign stations personnel; conduct inspections and recommend appropriate action to improve the condition of stations and station equipment; and prepare and analyze reports.

In order to fulfill these duties, Supervisors (Stations) may be required to work outdoors in all types of weather, walk along subway tracks, step over rails (including live third rails), climb and descend ladders and stairs; distinguish colors of lights; work with chemicals such as, general purpose cleaners, bleach, stainless steel cleaners; and operate a motor vehicle (Mobile Wash Trucks).