



New York City Transit

NOTICE OF EXAMINATION

PROMOTION TO TRAIN SERVICE SUPERVISOR Exam No. 6704

WHEN TO APPLY: From: 9/1/2025

To: 10/15/2025

APPLICATION FEE: \$96.00

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.

TYPE OF TEST:

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

TEST DATE:

Testing is expected to begin on Saturday, December 13, 2025

JOB DESCRIPTION:

Train Service Supervisors, under general supervision, are responsible and accountable for the supervision, instruction, examination and qualification of subordinate Train Operators, Conductors, Tower Operators and other Department of Subways personnel in the performance of their duties. They supervise the day-to-day operations of Train Operators and Conductors; evaluate and monitor Train Service personnel for fitness for duty; escort personnel to sites for medical testing; investigate injuries; instruct, reinstruct and provide feedback for Train Operators, Conductors and Tower Operators and other required personnel in the performance of their duties; instruct personnel in flagging and other safety procedures; respond to and investigate operational incidents; take corrective action during train delays; and prepare written reports. They prepare curricula for newly hired Train Operators, Conductors and Tower Operators, Supervisors, and other operations personnel, as directed. When assigned; conduct classes in the proper performance of train service duties, safety and optimal operations procedures; maintain safe train operating skills by operating trains on a regular basis; operate trains to expedite train movement during unusual conditions; and perform related work.

Some of the physical activities performed by Train Service Supervisors and environmental conditions experienced are: walking along active tracks in tunnels, at street level and on elevated structures; stepping over rails (including live third rails); descending from trains and catwalks to road beds and ascending from road beds to trains and catwalks; working in dark environments with limited space responding to audible signals such as alarm bells, train whistles, horns and radioed conversations; responding to visual signals including distinguishing colored lights, aspect and informational screens, computer monitors, using manual equipment related to train operation and troubleshooting; remaining in a standing position for extended periods of time; lifting heavy equipment, bending, kneeling, and working outdoors in all weather conditions.

Special Working Conditions: Train Service Supervisors 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:

The current minimum salary for Train Service Supervisor is \$89,871 per annum for a 40-hour work week increasing to \$112,339 per annum in the sixth year of service. These rates are subject to change.

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 Train Operator, Assistant Train Dispatcher, or Dispatcher (Rapid Transit Operations); and
2. Has served as a permanent Train Operator in MTA New York City Transit for at least two years, with at least one year in road revenue service (time served prior to a break in service of more than one year will not be credited); and
3. Is not otherwise ineligible.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

(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 test(s) and/or assessment(s) 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 scheduled to take the tests as indicated in the above "Test Date" box. 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 qualifying 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.

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

- **Rules and Regulations:** Knowledge of rules and regulations that govern train movement throughout the system
 - Example: *Recalling the procedure for a wrong rail move in an emergency situation*
- **Operating Procedures:** Knowledge of the operating procedures of the Division of Service Delivery (formerly Rapid Transit Operations)
 - Example: *Knowing the steps of a pre-trip inspection*
- **Railroad Equipment:** Knowledge of railroad equipment such as car equipment and train controls
 - Example: *Selecting and activating the proper bypass(es) when a train fails to take power*
- **Flagging Procedures:** Knowledge of safe practices and procedures regarding flagging, signals and emergency measures
 - Example: *Using an approved tool bag without a shoulder strap while walking on the tracks*
- **Supervisory Rules and Regulations:** Knowledge of rules and regulations used to evaluate, instruct and supervise Train Operators, Conductors, Tower Operators and other operating personnel
 - 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 the sequence of cars to be moved in a yard*
- **Delegation:** Utilizing subordinates effectively; allocating decision-making and other responsibilities to the appropriate subordinates
 - Example: *Assigning a Continuous Welded Rail (CWR) train to experienced Train Operators*
- **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*
- **Analysis:** Identifying problems, securing relevant information, relating data from different sources and identifying possible causes of problems
 - Example: *Determining how many flaggers are needed for the work to be performed*
- **Judgment:** 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.

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 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 testing is expected to begin.

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

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 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 email address. **All MTA 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 Train Service Supervisor, Exam No. 6704" in the Subject. Alternatively, you can mail your correspondence to the following address:

Promotion to Train Service Supervisor, Exam No. 6704
MTA New York City Transit
149 Pierrepont Street
Brooklyn, NY 11201
Attn: Exam Administration, 3rd Floor, Room 3.600

TEST SITE REQUIREMENTS:

Admission Letter: An Admission Letter will be emailed to you at least 10 days before the first date listed in the above “Test Date” box. If you do not receive an Admission Letter at least 10 days before this date, you must email a request for a duplicate Admission Letter to examsunit@nycct.com. A paper copy of the Admission Letter is your ticket for admission to the test.

Applicants **must** keep their email address **up to date**. Please refer to the “Correspondence” section above for instructions on how to update your email 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 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.

You are also not permitted to use on site any medical assistive devices, including those that give notifications or alerts, or that vibrate, without the prior express written authorization of MTA New York City Transit. You can contact MTA New York City Transit by email at: examsmakeups@nycct.com.

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 NYCT 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 email 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 one of the eligible titles indicated in the above “Eligibility to Take Examination” section, and you must be permanently employed in one of those titles or your name must appear on a Preferred List for one of those titles. Additionally, you must have served permanently in an eligible title for at least one year. Time served prior to a break in service of more than one year will not be credited.

Medical Requirement: Medical guidelines have been established for this position. Candidates will be examined to determine whether they 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.

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 appointment, and may result in criminal prosecution.

The General Examination Regulations of the Department of Citywide Administrative Services (DCAS) apply to this examination and are part of this Notice of Examination, and they are accessible through our website at http://web.mta.info/nycct/hr/forms_instructions.htm

The MTA is an Equal Opportunity Employer.

Title Code No. 91231; The Rapid Transit Railroad Service; Group II - Per Annum Positions

Application Period Opened: 9/1/2025