



New York City Transit

Station Agent (Exam No. 6617)

IMPORTANT NOTE

Foreign Education Evaluation

While completing the online application for Station Agent, Exam No 6617, you will be asked if you need a foreign education evaluation for your qualifying education. If you have a high school diploma from outside of the United States but you have earned an Associate's, Bachelor's, or Graduate degree from a program within the United States, you do not need to submit a foreign education evaluation. For this question, you may select that you do not need your foreign education equivalency sent to the MTA for evaluation. Please ensure you graduated from the higher-education degree program, as proof of acceptance into an academic program or school is not sufficient to determine satisfactory equivalence.

Please read the "How to Qualify" section of the following Notice of Examination for Station Agent, Exam No. 6617 for more information.

Please Continue Reading This Entire Notice of Examination for ALL Details and Application Steps

Please Carefully Read the Notice of Examination



New York City Transit

NOTICE OF EXAMINATION

STATION AGENT ((CUSTOMER SERVICE AGENT))
Exam No. 6617

WHEN TO APPLY: From: 4/1/2026

To: 4/30/2026

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.

TYPE OF TEST:

Multiple-Choice Test

TEST DATE:

Multiple-Choice testing is expected to begin on Sunday, July 26, 2026

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.)

SALARY AND BENEFITS:

The current minimum salary for Station Agent (Non AFC) is \$25.15 per hour for a 40-hour work week increasing to \$35.92 per hour in the sixth year of service. The current minimum salary for Station Agent (AFC) is \$27.17 per hour for a 40-hour work week increasing to \$38.82 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:

As per section 54 (2) of the New York State Civil Service Law, **Education Requirements** must be met by **April 30, 2027**. **Experience Requirements** must be met by the **last day of the Application Period**:

1. A four year high school diploma or its educational equivalent, approved by a State's Department of Education or a recognized accrediting organization; **and**
2. One year of full-time satisfactory experience **continuous with one employer** performing **in-person** customer service to the general public that includes **at least one** of the duties below as a primary job function (the majority of the essential duties):
 - A. Providing comprehensive customer service entailing the dispensing of information or listening to and resolving customers' concerns, problems and complaints; or
 - B. Giving travel information in a transportation environment, such as a bus, rail or marine station, terminal or port; or

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- C. Providing troubleshooting (help-desk) services or resolving problems regarding a company's products or services.

Experience which involves only incidental or occasional customer service, such as sales associate or cashier, taxi or ride share drivers, receptionist, or through online or by phone help-desks, is not acceptable.

If you have qualifying part-time experience that is at least 25-hours per week, it will be credited on a prorated basis.

Education and Experience Exam: During the Education and Experience Exam (EEE), you may answer questions about your experience. If your experience was on a part-time basis working less than 35 hours per week, you will need to convert your part-time experience to full-time experience using the formula below. Once you have determined your full-time experience equivalent, use this amount to answer questions about your experience.

$(\text{number of hours worked per week}/35) \times (\text{number of months worked})$

For example, if you worked at a job for 28 hours per week for 12 months, you would make the following calculation:

$28/35 \times 12 = 9.6$ months.

You have until midnight Eastern time on the last day of the Application Period (4/30/2026) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (4/30/2026), your examination will be considered incomplete, 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.

The high school, vocational high school, technical school, or trade 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 applying. You may be given the test(s) and/or assessment(s) 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.

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, which will be attached to this Notice of Examination during the application period. 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 MTA New York City Transit's Examinations Unit by the service completing the evaluation. Foreign education evaluations received directly from applicants will **not** be accepted. You may also visit http://web.mta.info/nyct/hr/forms_instructions.htm to access the Foreign Education Fact Sheet on our website.

Note: If you have earned a higher-level degree in the United States that supersedes the level and type 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.

THE TEST:

You will be given a competitive multiple-choice test. The competitive multiple-choice test may be given at a computer terminal or using paper and pencil/pen. 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 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.

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 measure your knowledge, skills and abilities in the following and other related areas:

- **Written Comprehension:** The ability to read and understand information and ideas presented in writing.
 - Example: Reading and understanding a safety sign.
- **Written Expression:** The ability to communicate information and ideas in writing so others will understand.
 - Example: Writing incident reports regarding unusual occurrences.
- **Problem Sensitivity:** The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
 - Example: Recognizing that a delayed train in a subway line may interfere with the normal operation of the subway line at your station.
- **Deductive Reasoning:** The ability to apply general rules to specific problems to produce answers that make sense.
 - Example: Applying MTA New York City Transit rules and regulations to situations to determine the appropriate actions that must be taken.

- **Inductive Reasoning:** The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
 - Example: Determining the action that must be taken based on a combination of observations and radio chatter from other Station Agents and Station Supervisors.
- **Information Ordering:** The ability to follow correctly a rule or set of rules to arrange things or actions in a certain order. The rule or set 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 the step-by-step instructions of issuing a ticket to a customer.
- **Spatial Orientation:** The 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 provide a customer with travel directions.
- **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 an OMNY Card.
- **Short-Term Memory:** The ability to remember information, such as work assignments, rules, and procedures immediately after hearing them.
 - Example: Remembering the train delays immediately after it was stated by the Stations Supervisor.
- **Visualization:** The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged.
 - Example: Understanding that items located on the platform are in the same location whether you are looking at it from your booth or from on the platform.
- **Customer Service:** The ability to provide information to passengers in a professional and courteous manner.
 - Example: Giving a passenger directions to a location.

HOW TO APPLY:

If you believe you meet the requirements in the "How to Qualify" section, apply using the Online Application System (OASys) at <https://a856-mtaexams.nyc.gov/OASysWeb/home>. Follow the onscreen application instructions for electronically submitting your application, payment, and completing any required information. A unique and valid email address is required to apply online. Several internet service providers, including but not limited to Google, Yahoo!, AOL, Outlook.com, and Mail.com offer free email addresses. **All new OASys accounts require verification before a candidate can apply to ensure the accuracy of candidate information. Verification is instantaneous for most accounts and you will receive a confirmation email with instructions to activate your account. For any account creation issues, you will receive onscreen prompts to contact the Examinations Unit. This review may require approximately five (5) business days to be reviewed and resolved. Please keep this information and the application period deadline in mind when creating your account.**

The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or a prepaid debit card with a credit card logo which you may purchase online or at various retail outlets. If you are receiving or participating in certain forms of public assistance/benefits/programs, or are a veteran, you may qualify to have the application fee waived.

If you are requesting a fee waiver, you must, by May 14, 2026, submit documentation supporting your fee waiver request by mail to Station Agent, Exam No. 6617, 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. 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.

You must complete the entire application by midnight, Eastern Time, of the last day of the application period. If you have questions about applying for this examination, you may contact the Examinations Unit at examsunit@nyct.com.

Application for Examination: Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide which is located in the "Special Test Accommodations" section below.

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.

Special Test Accommodations: If you plan to request an alternate test date due to your religious observance or special test 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 test 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 the Examinations Unit 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.

Late Filing for MTA New York City Transit Provisional Employees: Refer to the "Correspondence" section below to contact the Examinations Unit to determine the procedure for submitting a late application. You may submit a late application if you:

1. Are provisionally employed in the title for which the examination is administered and were absent from work for at least one-half of the application period and cannot apply for reasons such as vacation, sick leave, or military duty; or
2. Were appointed provisionally to the title for which the examination is administered after the application period closed but before the date on which testing is expected to begin.

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 your employer. 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, follow the applicable instructions below:

Current employees must:

- Visit the employee portal at www.mymta.info to update your contact information through the "BSC" **and**
- Update this information on your Profile page in OASys by logging into your OASys account and navigating to your Dashboard, then your Profile tab at <https://a856-mtaexams.nyc.gov/OASysWeb/home>

External candidates must:

- Update this information on your Profile page in OASys by logging into your OASys account and navigating to your Dashboard, then your Profile tab at <https://a856-mtaexams.nyc.gov/OASysWeb/home>

Personal Information Update: If there are changes to your name and/or social security number you must use the Correction Form and follow all instructions for changing your name and/or social security number with the Examinations Unit. The following link will provide you with the MTA Correction Form: <https://www.mta.info/document/170711>.

All other correspondence should be sent to examunit@nyct.com and must include "Station Agent, Exam No. 6617" in the Subject. Alternatively, you can mail your correspondence to the following address:

Station Agent, Exam No. 6617
MTA New York City Transit
149 Pierrepont Street
Brooklyn, NY 11201
Attn: Exam Administration, 3rd Floor, Room 3.600

TEST SITE REQUIREMENTS:

Your Admission Letter will be available on your Dashboard in OASys 14 days before the first date on which testing is expected to begin. 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 the Examinations Unit. You can contact the Examinations Unit by email at: examsmakeups@nyct.com.

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 email 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.

If you believe that your test results were rated incorrectly, you may submit an appeal of your score to the Examinations Unit through OASys. Your appeal must give specific reasons why your score should be higher. Your appeal may result in a higher or lower rating.

To access the appeal portal of OASys, please log into your OASys account at <https://a856-mtaexams.nyc.gov/OASysWeb/home> and use the following steps:

1. Navigate to the Dashboard for the Appeals tab
2. Click the NEW APPEAL button to create and submit your appeal
3. Select the exam from the Exam drop-down list, and
4. Select the exam part from the Exam Part drop-down list
5. Select the reason for your appeal from the Appeal Reason drop-down list (if applicable)
6. Enter the details of your appeal by providing specific reasons why your score should be higher

REQUIREMENTS TO BE APPOINTED:

Medical Requirement: Medical guidelines have been established for this position. 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.

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 any MTA agency.

ADDITIONAL INFORMATION:

Training: All appointees must satisfactorily complete a Station Agent training program in accordance with MTA New York City Transit Authority standards. Appointees who do not satisfactorily complete the training program will be subject to 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.

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

Application Receipt: You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check the "Junk", "Trash", or "Spam" folders for the primary email linked to your OASys account. If you are unable to locate the email, you can view a summary of the notification email by clicking the Notifications tab on your OASys dashboard. If you are still unable to locate the email, please email the Examinations Unit via the Contact feature available in OASys with a description of the issue, and include the exam number and your profile number located on your OASys Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

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/nyct/hr/forms_instructions.htm

MTA New York City Transit is an Equal Opportunity Employer.

Title Code No. 10610; The Rapid Transit Railroad Service; Group I - Per Diem and Per Hour Positions

Application Period Opened: 4/1/2026