New York City Transit

NOTICE OF EXAMINATION

TRANSIT CUSTOMER SERVICE SPECIALIST
Exam No. 7609

WHEN TO APPLY: **From: 11/1/2026**

To: 11/14/2026

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:

Education and Experience Exam

JOB DESCRIPTION:

Transit Customer Service Specialists, under close supervision, with limited latitude for independent initiative and judgement, assist and participate in explaining MTA New York City Transit policies and procedures to inquiring customers; receive/record customer complaints, comments and suggestions; dispense information and maps; draft routine replies to customer inquiries; study route schedules of trains and buses to select the most advantageous routes and modes of transportation to reach a destination; Research, process and analyze customer's card usage for discrepancies in the Customer Relationship Management system; provide full and reduced fare information and travel information to callers on special customer inquiry telephone lines; and perform related work.

Special Working Conditions: 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 Transit Customer Service Specialist is $49,208 per annum for a 35-hour work week. This rate is subject to change. There are two assignment levels within this class of positions. Appointments will be made to Assignment Level I. After appointment, employees may be assigned to the higher assignment level at the discretion of MTA New York City Transit. 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 **November 14, 2027**. **Experience Requirements** must be met by the **last day of the Application Period**:

1. A baccalaureate degree from an accredited college or university; **or**
2. An associate degree from an accredited college or university **and** one year 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**
3. A four-year high school diploma or its educational equivalent **and** two years of satisfactory, fulltime experience as described in "2" above.

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

If you have qualifying part-time experience, 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.

(number of hours worked per week/35) x (number of months worked)

For example, if you worked at a job for 21 hours per week for 12 months, you would make the following calculation:

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

21/35 x 12 = 7.2 months.

You have until midnight Eastern time on the last day of the Application Period (11/14/2026) 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 (11/14/2026), 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 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. 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 education and experience exam. A score of at least 70% is required to pass the competitive education and experience exam. Your score on this competitive education and experience exam will be used to determine 100% of your final score and your place on an eligible list. On the competitive education and experience exam, you will receive a score of 70 points for meeting the qualification requirements listed in the "How to Qualify" section. After these requirements are met, you will receive additional credit up to a maximum of 100 points on the following basis:

If you have satisfactory full-time experience with mass transportation-specific customer service participating in explaining Transit policies and procedures, receiving/recording customer complaints, comments and suggestions, dispensing information and maps, drafting routine replies to customer inquiries, studying route schedules of trains and/or buses to dispense information to customers, providing information on full and reduced fares, and travel information to callers on special customer inquiry telephone lines for:	**You will receive up to**
at least 6 months but less than 1 year	3 points
at least 1 year but less than 1 year and 6 months	6 points
at least 1 year and 6 months but less than 2 years	9 points
at least 2 years but less than 2 years and 6 months	12 points
at least 2 years and 6 months but less than 3 years	15 points
at least 3 years but less than 3 years and 6 months	18 points
at least 3 years and 6 months but less than 4 years	21 points
at least 4 years but less than 4 years and 6 months	24 points
at least 4 years and 6 months but less than 5 years	27 points
5 or more years	30 points

If you have satisfactory full-time customer service experience in organizations that provide services other than mass transportation performing tasks such as explaining policies and procedures, receiving/recording customer complaints, comments and suggestions, dispensing information and maps, drafting routine replies to customer inquiries, studying information to dispense information to customers, providing information to callers on special customer inquiry telephone lines for:	**You will receive up to**
at least 6 months but less than 1 year	2 points
at least 1 year but less than 1 year and 6 months	4 points

at least 1 year and 6 months but less than 2 years	6 points
at least 2 years but less than 2 years and 6 months	8 points
at least 2 years and 6 months but less than 3 years	10 points
at least 3 years but less than 3 years and 6 months	12 points
at least 3 years and 6 months but less than 4 years	14 points
at least 4 years but less than 4 years and 6 months	16 points
at least 4 years and 6 months but less than 5 years	18 points
at least 5 years but less than 5 years and 6 months	20 points
at least 5 years and 6 months but less than 6 years	22 points
at least 6 years but less than 6 years and 6 months	24 points
at least 6 years and 6 months but less than 7 years	26 points
at least 7 years but less than 7 years and 6 months	28 points
7 years and 6 months or more	30 points

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

Experience used to meet the minimum requirements cannot be used to gain additional credit.

Experience used to gain additional credit must be gained by the last day of the Application Period (November 14, 2026).

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.

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 November 30th, 2026, submit documentation supporting your fee waiver request by mail to Transit Customer Service Specialist, Exam No. 7609, 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.

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.

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 examsunit@nyct.com and must include "Transit Customer Service Specialist, Exam No. 7609" in the Subject. Alternatively, you can mail your correspondence to the following address:

Transit Customer Service Specialist, Exam No. 7609
MTA New York City Transit
149 Pierrepont Street
Brooklyn, NY 11201
Attn: Exam Administration, 3rd Floor, Room 3.600

THE TEST RESULTS:

If you pass the competitive education and experience exam, 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 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:

Customer Service Assessment: If you pass the competitive education and experience exam, you may 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 competitive education and experience exam will be scheduled for the qualifying customer service assessment. The customer service assessment will include both structured interview and short answer written examination sections. Additionally, some questions may need to be answered based on written information that will be provided on the date of the assessment. A score of at least 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:

- **Customer Interaction Strategies:** Breadth or scope of appropriate strategies used to deal with varying customer needs and situations.
  - Example: Giving directions to an irritated customer who struggles with directions.
- **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: Recognizing that a customer who does not speak English may need to be referred to a translator.
- **Deductive Reasoning:** Ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense.
  - Example: Applying MTA New York City Transit rules and regulations to situations to determine the appropriate action that must be taken.
- **Inductive Reasoning:** Ability to combine separate pieces of information to form general rules or conclusions.
  - Example: Identifying a suspicious and/or unsafe situation based on different issues observed, to form a conclusion about the incident.
- **Information Ordering:** Ability to correctly follow a rule or set of rules to arrange things or actions in a certain order.
  - Example: Follow a script for a customer asking about the reduced-fare program.
- **Customer Service Orientation:** Predisposition to provide superior service through responsiveness, courtesy and a genuine desire to satisfy customer needs.
  - Example: Providing help to a customer in a kind manner.
- **Cognitive Empathy:** Ability to understand and anticipate customers' expectations and subsequently engage in appropriate service delivery behaviors.

- Example: Apologizing to a customer for their transit delays and working on a solution.

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: 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.

Probationary Period: You will be required to complete a probationary period. If you do not successfully complete the probationary period, you may be terminated.

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.