



**Long Island Rail Road**  
*Going your way*

**BID SHEETS**

## **LONG ISLAND RAIL ROAD**

### **Bulletin 06-2016**

We are accepting resumes for the APPOINTED position of Customer Service Representative. Please forward resumes to Gabrielle Aulicino, Manager Customer Service Department, mail Code 3140 by Friday, October 14, 2016 at 5:00 PM.

**POSITION:** CSR - 904 (Temporary)  
Customer Service Representative

**LOCATION:** Customer Service Center  
(HSF)

**RATE OF PAY:** 32.555

**TOUR OF DUTY:** 2:00 PM – 10:00 PM

**RELIEF DAYS:** Wednesday and Thursday

### **JOB SUMMARY:**

Responsible to provide superior customer service to the public, providing accurate and up to date information regarding all Long Island Rail Road travel and ticket services.

### **WORK PERFORMED:**

Listing of some specific duties and responsibilities:

- Responsibilities include accepting incoming calls and make outgoing calls as required to follow-up on a customer matter, provide information on rules and regulations (i.e. on-board information, smoking, no radio playing, safety, etc.), rates, schedules, service status, station/facility information, trip planning, fare purchase options, and permit or other application/policy procedures for all MTA Agencies.
- Responsible for handling all calls from Corporate Communications (Complaints/Inquiries/Policy Related Questions {i.e. ticket refunds, published/non-published connections, etc.}), Mail&Ride, Ticket Refunds and Ticket Machines Assistance (i.e. document problem, send inquiry to appropriate department/subject matter expert, follow up and investigate, etc.).
- Responsible to document all calls using a Communication Database System and provide customer with a confirmation number for incidents that require investigation and/or follow-up.
- Responsible to access various applications for each Department and provide customer information and/or confirm information. Answer and respond to incoming calls, and record information, about problems, complaints, commendations, and other matters and re-contact a customer (if required) with a call-back. In addition, some ad-hoc responsibilities may include replying to customers using social media to answer any questions via all LIRR Social Media platforms.
- Responsible for accessing and updating manual forms and/or automated systems on behalf of customers for transactions including, but not limited to, customer account information, lost and found matters, accident reports, damage claims, delay verifications and payment transactions.
- Responsible to perform various telemarketing functions such as soliciting information by phone for surveys, mailing campaigns, etc.
- Responsible to furnish information over the phone in a clear, professional and pleasant manner under all conditions.
- Responsible to understand all alarms and visual displays as to network and MTA service status.

- Responsible for reporting telephone and computer system troubles (relating to both equipment and software) to the responsible party (carrier, equipment vendors, help desk, etc.) and follow-up with same for trouble resolution.
- Responsible to properly log all reports using PC or other computer devices for all data entry forms and functions.

#### **QUALIFICATIONS:**

- A four-year high school diploma or its educational equivalent (GED) approved by a State's Department of Education or recognized accredited organization
- Must have excellent telephone etiquette with ability to answer telephone inquiries from the public.
- Must be familiar with a Communication Database System as well as other various applications including but not limited to Lost & Found, Mail&Ride, Ticket Refunds, documentation of complaints, etc.
- Must be able to perform various telemarketing functions such as soliciting information by phone for surveys, mailing campaigns, etc.
- Must be proficient in reading timetables and operating a computer in order to furnish information over the phone in a clear and pleasant manner under all conditions.
- Must be willing and able to wear a headset while researching and manipulating information from various systems and databases. Accept incoming calls and make outgoing calls as required to follow-up on a customer matter.
- Must have ability to understand all alarms and visual displays as to network and MTA service status.
- Have familiarity with all LIRR social media interfaces for Facebook, Twitter, etc.

Gabrielle Aulicino  
Customer Service Manager

Posted October 5, 2016

**THE LONG ISLAND RAIL ROAD  
OFFICE OF THE CHIEF STATIONS OFFICER – STATIONS DEPARTMENT**

October 5, 2016

**AGENT'S BULLETIN NO. SD-12-2016**

This bulletin will close **at 5:00 PM on Friday, October 14, 2016**. It will be open to Agents and Assistant Agents. All bids must be received in the Stations Department, Jamaica, prior to the close of this bulletin. CT-88 receipts will only be honored if signed by the designated representatives working in the Stations Department. The following information must be included in all bids: Seniority date, the date last awarded a position, and current position. All bids should be mailed to John Dunne, Jamaica, Dept 1106. **If you fax your bid (718 558-7429), you MUST call the Crew Dispatcher to confirm the receipt of CT-88. It is your responsibility to keep a record of that confirmation. Bid withdrawals can only be accepted by call Crew before the bulletin closes.**

Position No. 1	Permanent	Agent (A986)
Location:		Penn TSM
Tour of Duty:		Sat/Sun/Mon: 6:00 AM – 2:00 PM Tues/Wed: 2:00 PM – 10:00 PM
Rate of Pay:		\$43.538
Rest Days:		Thursday/Friday

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**THE LONG ISLAND RAIL ROAD  
OFFICE OF THE CHIEF STATIONS OFFICER – STATIONS DEPARTMENT**

October 5, 2016

**BULLETIN NO. SD-19-2016**

This bulletin will close at 5:00 PM on Friday, October 14, 2016. It will be open to employees included in the consolidated system seniority roster for clerical forces. All bids must be received in the Stations Department, Jamaica, prior to the close of this bulletin. CT-88 receipts will only be honored if signed by the designated representatives working in the Stations Department. The following information must be included in all bids: Seniority date, the date last awarded a position, and current position. All bids should be mailed to John Dunne, Jamaica, Department 1106. **If you fax your bid (718-558-7429), you MUST call the Crew Dispatcher to confirm the receipt of CT-88. It is your responsibility to keep a record of that confirmation. Bid withdrawals can only be accepted by calling Crew before the bulletin closes.**

Position No: 1                      Permanent                      Ticket/Chief Customer Service Clerk (C901)

Location:    Penn Station

Tour of Duty:                                      Sun/Mon/Tues: 6:00 AM – 2:00 PM  
    Wed/Thurs: 2:00 PM – 10:00 PM

Rate of Pay:                                      Tues: \$34.706  
    Sun/Mon/Wed/Thurs: \$42.423

Rest Days:    Friday/Saturday

Primary Duties: Must be qualified in the sale and accounting of tickets and related duties. Must possess the ability to exercise good judgment and efficiently perform assigned duties. Must be qualified in the sale and accounting of tickets and related duties and have a thorough knowledge of the Instructions to Agents and Ticket Clerk manual. Will be required to handle refunds, exchanges, group sales, ticket sales, cash, checks, credit, debit and transit benefit transactions. Process and handle ADL payments and Management adjustments. Applicant will be required to fill out late train notices and provide to customers as needed. Must be able to provide answers to service related questions regarding tracks and departure times. This position will be required to field complaints and questions regarding the Ticket Offices, Information Desk, Lost & Found Office and Ticket Selling Machines. Incumbent must be able to record and track transactions and inquiries into Excel spreadsheet. Must be able to exercise good judgment and efficiently perform all assigned duties. Will be required to work as directed.

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Position No: 2	Temporary	Chief/Ticket Clerk (C926)
Location:		Tues/Wed: Hempstead Sat/Sun: Atlantic Monday: Bayside
Tour of Duty:		6:00 AM – 2:00 PM
Rate of Pay:		Tues/Wed: \$33.308 Sat/Sun: \$43.931 Monday: \$32.934
Rest Days:		Thursday/Friday

Primary Duties: Must be qualified in the sale and accounting of tickets and related duties. Must possess the ability to exercise good judgment and efficiently perform assigned duties. Must be qualified in the sale and accounting of tickets. Must be completely familiar with TSM ticket stock and types of tickets and Metro Cards available for sale to our customers. Must be able to supervise, coordinate and instruct employees in the performance of their duties in the ticket office. Must be able to handle all transactions pertaining to the ordering and distribution of NYCT Metro Cards, including maintaining all records for ordering, receipt and transfer of Metro Cards. Must have a thorough knowledge of all union rules and regulations pertaining to employees under their jurisdiction. Must be able to accurately count and verify ticket clerk's cash remittances and prepare large amounts of money for Bank deposits and change orders. Must be able to sell change to ticket clerks and balance and maintain records for a large operating safe. Must interact with the armored car service personnel and verify and document deposit pickup and change order deliveries. Must order, document and transfer CF-9 ticket stock to TOMs and rolled stock and stackers to TSMs. Must prepare Mail & Ride payments for delivery to bank. Must have a thorough working knowledge of the Ticket Office Machine and Ticket Vending Machines and be able to service equipment, to include but not limited to replacing rolled ticket stock and ticket stackers, take test tickets, reset MKV1 and MKV2 printers, replace MKV2 printer ribbon, produce and understand operational reports, removal and replacement of TVM bill vaults/coin vaults and hoppers. Must have at least 3 years of Ticket Selling experience. Must be able to accurately process TVM revenue, and prepare all revenue accounting documents. Must be able to produce and understand error and jammed ticket TSM reports and be able to re-boot TSM and properly power down TVM. Must be able to trouble shoot TVM malfunctions, such as BNA jams, coin errors and ticket stock problems. Must be familiar with the sales and accounting of tickets and revenue from special tours operated by the Group Sales Department. Must have a thorough working knowledge of the policies, topics, instructions and procedures governing Agents and Ticket Clerks. Must address customer complaints, questions and inquiries regarding the ticket office window and ticket vending machine operations and handle to a satisfactory conclusion. The position is responsible for insuring all customer information, such as timetables, brochures and posters are available and properly displayed. Must be able to assume complete responsibility for the efficient operation of the Jamaica Station Facility/Atlantic Terminal Facility under the Terminal Manager's jurisdiction during his/her absence.

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Position No: 3	Permanent	Information/Ticket Clerk (C916)
Location:		Penn Station
Tour of Duty:		Tues/Wed: 6:00 AM – 2:00 PM Thurs/Fri: 6:30 AM – 2:30 PM Saturday: 10:15 PM – 6:15 AM
Rate of Pay:		Tues/Wed/Sat: \$32.257 Thurs/Fri: \$34.706
Rest Days:		Sunday/Monday

Primary Duties: Must be qualified in the sale and accounting of tickets and related duties. Must possess the ability to exercise good judgment and efficiently perform assigned duties. Must be able to read train schedules and give prompt and accurate train information and use latest technology as it relates to fares, track assignments, schedules, tickets types and tour packages. Will be required to answers customer questions related to locations in and around the station. Will be required to monitor the waiting room checking that all occupants are valid ticket holders, checking customer tickets prior to entering waiting room, and maintaining the time table rack throughout the station. Must be able to keep station posters and special instructions current, take in timetables deliveries, discard expired timetables and maintain an organized timetable room. Must possess the ability to exercise good judgment and efficiently perform all assigned duties. Will be required to work as directed.

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Position No: 4	Permanent	Ticket Clerk (C930)
Location:		Wednesday: Wantagh Thursday: Patchogue Friday: Penn Station Sat/Sun: Long Beach
Tour of Duty:		Wednesday: 6:00 AM – 2:00 PM Thursday: 5:00 AM – 1:00 PM Friday: 2:00 PM – 10:00 PM Sat/Sun: 10:00 AM – 6:00 PM
Rate of Pay:		Wednesday: \$33.177 Thursday: \$32.934 Friday: \$34.706 Sat/Sun: \$33.308
Rest Days:		Monday/Tuesday

Primary Duties: Must be qualified in the sale and accounting of tickets and related duties. Must possess the ability to exercise good judgment and efficiently perform assigned duties.

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Position No: 5	Permanent	Ticket Clerk (C985)
Location:		Monday: Massapequa Tues/Wed/Thurs/Fri: Babylon
Tour of Duty:		Mon/Tues/Wed: 6:00 AM – 2:00 PM Thurs/Fri: 1:30 PM – 9:30 PM
Rate of Pay:		Monday: \$32.804 Tues/Wed/Thurs/Fri: \$32.244
Rest Days:		Saturday/Sunday
Primary Duties:		Same as Position No. 4

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Position No: 6	Permanent	Mail & Ride Clerk (P206)
Location:		Hillside
Tour of Duty:		8:00 AM – 4:00 PM
Rate of Pay:		\$34.322
Rest Days:		Saturday/Sunday

**Primary Duties:** Must be a competent 25 wpm typist and be familiar with Microsoft Word software on a personal computer. Must have a full understanding of the sale and accounting of Mail & Ride MetroCard monthly commutation tickets and all other Mail & Ride processes (ex. Application processing, collections, returned tickets, lockbox operations, MetroCard value inquiries, Police pass program, etc.). Must be familiar with line station and terminal ticket office operations and refund policies. Must be customer-oriented and be capable of effectively, efficiently and courteously relating with customers on the telephone. Must be able to use a PC to access the Mail & Ride database for customer inquiries, electronic posting of payments, record updates, etc. Must take lost ticket reports for all commuters. Must receive deliveries from the Loading Dock/Receiving Office, arranging for transfer of deliveries to Mail & Ride storage areas and must perform monthly inventories of Mail & Ride supplies. Must be able to perform all other Mail & Ride related Duties. Must be familiar with collection procedures for the sole purpose of collection of Long Island Rail Road past accounts.

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Position No: 7	Permanent	Station Appearance Maintainer (HMC113)
Location:		Hillside
Tour of Duty:		7:30 AM – 3:30 PM
Rate of Pay:		\$28.763
Rest Days:		Saturday/Sunday

Primary Duties: Required to operate singly and/or part of a team to clean and maintain the appearance of the Long Island Rail Road properties, stations, office buildings and other appurtenances associated with company property. Routine work includes the operation of mechanical cleaning equipment. Must perform work in accordance with written and oral instructions that specify the priority and frequency of daily duties at each location. All duties must be performed in an efficient and courteous manner. Responsible to complete daily facility cleaning reports and to provide reports to supervisors as directed. Responsible to perform, all related duties as directed. Required to receive deliveries and to move furniture from one location to another within the complex. Will be required to set up as requested: Conference rooms, cafeteria, classrooms, etc. This will include the moving of chairs, tables, partitions and temporary walls for scheduled staff meetings or different departments. Station Appearance Maintainer must be available as directed for emergency and safety related problems and to maintain bathrooms and heavily used areas.

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Position No: 8	Permanent	Station Appearance Maintainer (L303)
Location:		Lindenhurst
Tour of Duty:		5:00 AM – 1:00 PM
Rate of Pay:		\$28.763
Rest Days:		Saturday/Sunday

Primary Duties: Required to operate singly and/or part of a team to clean and maintain the appearance of the Long Island Rail Road properties, stations, office buildings and other appurtenances associated with Company property. Routine work includes the operation of mechanical cleaning equipment. All duties must be performed in an efficient and courteous manner. Responsible to complete daily station cleaning reports and to provide reports to supervisors as directed. Must perform work in accordance with written and oral instructions that specify the priority and frequency of daily duties at each location. Responsible to perform duties as directed.

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Position No: 9	Permanent	Station Appearance Maintainer (JAM122)
Location:		Jamaica
Tour of Duty:		4:00 PM – 12:00 AM
Rate of Pay:		\$28.763
Rest Days:		Tuesday/Wednesday
Primary Duties:		Same as Position No. 7

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Position No: 10                      Permanent

Station Appearance Maintainer (SSM005)

Location:

April 1 – November 30: Babylon Yard  
December 1 – March 31: Various

Tour of Duty:

April 1 – November 30: 7:30 AM – 3:30 PM  
December 1 – March 31: Various

Rate of Pay:

April 1 – November 30: \$30.039  
December 1 – March 31: \$29.778

Rest Days:

Sunday/Monday

**Primary Duties: Chief Station Appearance Maintainer - Spray Wash:** Must be able to supervise, coordinate and instruct Station Appearance Maintainers in the performance of their duties. Must be completely familiar with the work rules of employees being supervised. The Chief Station Appearance Maintainer, as directed by the foreman and/or the manager, provides a safe, clean environment for customers and employees and is required to perform Station Appearance Maintainer/Laborer duties. Required to operate singly and/or part of a team to clean and maintain the appearance of the Long Island Rail Road properties, stations, office buildings and other appurtenances associated with Company property. Routine work includes the operation of mechanical cleaning equipment. Must perform work in accordance with written and oral instructions that specify the priority and frequency of daily duties at each location. Responsible to perform duties as directed. All duties must be performed in an efficient and courteous manner. Responsible to complete daily station cleaning reports and to provide reports to supervisors as directed. Must drive between Long Island Rail Road properties. Responsible for operation of vehicles/equipment and must make minor repairs (e.g., change flat tires) as necessary to completion of daily assignment. Must hold a valid New York State Driver's License. A copy of the driver's license must be on file with Customer Services. Must be able to understand and follow road maps and/or written descriptions to travel between locations. Must carry pocket pager device while on duty to communicate with supervisors and carry photo identification card to provide positive employee identification at all times.

**Primary Duties for Extra List:** Required to operate singly and/or part of a team to clean and maintain the appearance of the Long Island Rail Road properties, stations, office buildings and other appurtenances associated with Company property. Routine work includes the operation of mechanical cleaning equipment. Must perform work in accordance with written and oral instructions that specify the priority and frequency of daily duties at each location. Responsible to perform duties as directed. All duties must be performed in an efficient and courteous manner. Responsible to complete daily station cleaning reports and to provide reports to supervisors as directed. Must be available to drive between Long Island Rail Road properties as required. Must make minor repairs (e.g., change flat tires) as necessary to completion of daily assignment. Must hold a valid New York State Driver's License. A copy of the driver's license must be on file with Customer Services. Must be able to understand and follow road maps and/or written descriptions to travel between locations. Must carry pocket pager device while on duty to communicate with supervisors and carry photo identification card to provide positive employee identification at all times.

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Position No: 11                      Permanent

Station Appearance Maintainer (HMC106)

Location:

Hillside

Tour of Duty:

6:30 AM – 2:30 PM

Rate of Pay:

\$28.763

Rest Days:

Saturday/Sunday

Primary Duties:

Same as Position No. 6

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Position No: 12	Temporary	Chief Station Appearance Maintainer (HC531)
Location:		Babylon Yard
Tour of Duty:		6:00 AM - 2:00 PM
Rate of Pay:		\$32.853
Rest Days:		Saturday/Sunday

**Primary Duties:** Required to operate singly and/or part of a team to clean and maintain the appearance of the Long Island Rail Road properties, stations, office buildings and other appurtenances associated with Company property. Routine work includes the operation of mechanical cleaning equipment. Must perform work in accordance with written and oral instructions that specify the priority and frequency of daily duties at each location. Responsible to perform duties as directed. All duties must be performed in an efficient and courteous manner. Responsible to complete daily station cleaning reports and to provide reports to supervisors as directed. Must drive between Long Island Rail Road properties. Must make minor repairs (e.g., change flat tires) as necessary to completion of daily assignment. Must hold a valid New York State Driver's License. Must be able to understand and follow road maps and/or written descriptions to travel between locations. Must carry pocket pager device while on duty to communicate with supervisors and carry photo identification card to provide positive employee identification at all times. Must be able to supervise, coordinate and instruct Station Appearance Maintainers and Laborers in the performance of their duties. Must be completely familiar with the work rules of employees being supervised. All duties must be performed in an efficient and courteous manner. Will be responsible to complete and submit written daily cleaning reports as directed. The Chief Station Appearance Maintainer will be responsible for providing a safe, clean environment for customers and employees and will be required to perform Station Appearance Maintainer/Laborer duties as directed by the General Terminal Manager.

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Position No: 13	Permanent	Station Appearance Maintainer (H572)
Location:		Hicksville/Babylon/Northport
Tour of Duty:		6:00 AM – 2:00 PM
Rate of Pay:		Mon/Tues/Wed: \$29.778 Sat/Sun: \$32.853
Rest Days:		Thursday/Friday

Primary Duties: Required to operate singly and/or part of a team to clean and maintain the appearance of the Long Island Rail Road properties, stations, office buildings and other appurtenances associated with Company property. Routine work includes the operation of mechanical cleaning equipment. Must perform work in accordance with written and oral instructions that specify the priority and frequency of daily duties at each location. Responsible to perform duties as directed. All duties must be performed in an efficient and courteous manner. Responsible to complete daily station cleaning reports and to provide reports to supervisors as directed. Must drive between Long Island Rail Road properties. Must make minor repairs (e.g., change flat tires) as necessary to completion of daily assignment. Must hold a valid New York State Driver's License. Must be able to understand and follow road maps and/or written descriptions to travel between locations. Must carry pocket pager device while on duty to communicate with supervisors and carry photo identification card to provide positive employee identification at all times. Required to operate singly and/or part of a team to clean and maintain the appearance of the Long Island Rail Road properties, stations, office buildings and other appurtenances associated with Company property. Routine work includes the operation of mechanical cleaning equipment. Must perform work in accordance with written and oral instructions that specify the priority and frequency of daily duties at each location. Responsible to perform duties as directed. All duties must be performed in an efficient and courteous manner. Responsible to complete daily station cleaning reports and to provide reports to supervisors as directed. Must drive between Long Island Rail Road properties. Must make minor repairs (e.g., change flat tires) as necessary to completion of daily assignment. Must hold a valid New York State Driver's License. Must be able to understand and follow road maps and/or written descriptions to travel between locations. Must carry pocket pager device while on duty to communicate with supervisors and carry photo identification card to provide positive employee identification at all times. Must be able to supervise, coordinate and instruct Station Appearance Maintainers and Laborers in the performance of their duties. Must be completely familiar with the work rules of employees being supervised. All duties must be performed in an efficient and courteous manner. Will be responsible to complete and submit written daily cleaning reports as directed. The Chief Station Appearance Maintainer will be responsible for providing a safe, clean environment for customers and employees and will be required to perform Station Appearance Maintainer/Laborer duties as directed by the General Terminal Manager.

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Position No: 14	Temporary	Ambassador
Location:		Various
Tour of Duty:		Various
Rate of Pay:		\$30.918
Rest Days:		Saturday/Sunday

Primary Duties: Applicant will be required to work split shifts (two four hour shifts in any given twelve hour period) at various locations which include but is not limited to Penn Station, Jamaica Station, Atlantic Terminal and Clitfield. Required to work singly or part of a team to provide outstanding customer service to MTA/LIRR customers utilizing technological devices and printed materials. Applicant must be customer orientated and be capable of effectively and courteously relating information to customers. Will be required to assist customers with directions pertaining to travel throughout the MTA/LIRR's three main terminals, eleven branches, major connection points and stations, in addition to Ticket Selling Machine usage. Must be able to provide direction to mass transit systems, local points of interest, landmarks, elevators/escalators, station exits and ticket selling windows. Required to assist customers with limited mobility to exits, platforms, bus stops, cab stands, and other mass transit points. Will be required to work indoors/outdoors and in all types of weather conditions. Incumbent may receive an annual, non-pensionable stipend in an amount not less than \$500 and no greater than \$1900 by December 15 each year. A weekly schedule will be provided each Friday for the following week, however, this schedule is subject to change. Must possess the ability to exercise good judgment and perform all other related duties as assigned and work as directed.

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Position No: 15	Permanent	Ambassador
Location:		Various
Tour of Duty:		Various
Rate of Pay:		\$30.918
Rest Days:		Saturday/Sunday
Primary Duties:		Same as Position No. 14

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Position No: 16	Permanent	Ambassador
Location:		Various
Tour of Duty:		Various
Rate of Pay:		\$30.918
Rest Days:		Saturday/Sunday
Primary Duties:		Same as Position No. 14

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Position No. 17

Temporary

Disbursements Clerk (P 502)

Location:

Mon/Wed/Fri: Mineola  
Tues/Thurs: Penn Station

Tour of Duty:

Mon/Wed/Fri: 8:00 AM – 4:00 PM  
Tues/Thurs: 9:00 AM – 5:00 PM

Rate of Pay:

\$35.315

Rest Dates:

Saturday/Sunday

**Primary Duties:** Process invoices and receipts in accordance with Accounts Payable procedures. Must be proficient in developing, processing and input of requisitions, purchase orders, receipts and inquiries using PeopleSoft. Must have knowledge of basic Accounting procedures, including Chart of Accounts. Handle and maintain expense accounts, requisitions for special material, purchase orders and invoices. Must have a functional knowledge of Stores administrative forms and documents for ordering stock items. Maintain control of special material requisitions, purchase orders, receiving documents, alarm reports, escalator and elevator reports, third party contractor reports, invoices and daily vehicle reports. Must be a PC typist, experienced in Microsoft Word, Windows and Outlook and have a thorough knowledge of grammar, punctuation, spelling and letter composition, to perform typing assignments, lists and reports. Must perform typing assignments consisting of miscellaneous forms and letters. Must be proficient in the use of Excel with ability to develop new applications, maintain/improve existing applications and produce graphics such as graphs and charts in the required software format. Must possess a valid driver's license. Position requires periodic meeting of deliveries and inventory control activities at Queens Village warehouse. Additional clerical duties include but are not limited to mail distribution, answering phones, customer inquiries, managing calendars of the staff and other general duties required within the office environment. In addition, incumbent will have significant customer contact at Penn Station and some responsibility for resolving customer service issues. Monitor, verify, prepare and distribute budgetary, inventory, usage and sales reports, and operational data/reports regarding receiving and dispensing of cleaning supplies and equipment, station ticket sales and other stations operations activities. Coordinate the receipt and distribution of operating information to appropriate Station Department employees. Receive and courteously handle customer telephone calls to Branch Line/Terminal Managers and assist in expediting resolution. Incumbent will be responsible for performance of work generated by both reporting locations irrespective of the incumbents specific daily work locations. In addition, the incumbent may have his/her reporting location changed on a weekly basis. This position will be required to cover for the Stations Department Division Ops Support Clerk as requested. Must track, investigate and process all Lost and Found Customer claims for lost cash. No later than the close of business on Friday, incumbent will be informed if there is a change in reporting locations for the following week. The days worked at either Mineola or Penn Station may be changed. Must be willing to assume responsibility and work with minimum supervision as part of a unit.

**AWARDS TO AGENT'S BULLETIN SD-11-2016**

	<u>JOB#</u>	<u>NAME</u>	<u>AWARD DATE</u>
POSITION NO. 1	Permanent A101	S. Piscitello	10/17/16

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**AWARDS TO BULLETIN SD-18-2016**

	<u>JOB #</u>	<u>NAME</u>	<u>AWARD DATE</u>
POSITION NO. 1	Temporary C151	D. Hutchinson	Pending
POSITION NO. 2	Permanent C124	A. Savarese	10/5/16
POSITION NO. 3	Permanent C113	J. Dugan	10/5/16
POSITION NO. 4	Temporary C997	L. Appel	10/5/16
POSITION NO. 5	Temporary AMB	Re-Advertised	
POSITION NO. 6	Permanent SSM003	L. Farina	10/5/16
POSITION NO. 7	Permanent JAM119	K. Carter	10/5/16
POSITION NO. 8	Permanent ATL106	J. Nunez	10/5/16
POSITION NO. 9	Temporary JAM103	A. Khalil	10/5/16
POSITION NO. 10	Permanent RSC4	A. Thompson	10/5/16
POSITION NO. 11	Permanent ATL104	T. Forbes	10/5/16
POSITION NO. 12	Permanent H532	T. Gargiulo	10/5/16
POSITION NO. 13	Permanent SSM001	C. Quinn	10/5/16
POSITION NO. 14	Temporary JAM112	F. Agugliaro	10/5/16
POSITION NO. 15	Permanent HMC123	T. Thorsen	10/5/16
POSITION NO. 16	Temporary L304	D. Chernoff	10/5/16
POSITION NO. 17	Temporary L312	A. Cognato	10/5/16
POSITION NO. 18	Permanent V477	L. Kushel	10/5/16

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John Dunne, Manager  
Station Services Support

Posted: October 5, 2016

THE LONG ISLAND RAIL ROAD COMPANY

OFFICE OF THE CONTROLLER

BULLETIN No. 2645

Bids for the following temporary position in the Office of the Controller will be accepted by the Officer named below until the close of business (5:00 p.m.) October 14, 2016. In accordance with TCU Agreement, please indicate on all bids your seniority date, date last awarded a position, and position now held. Bids can be faxed to ext. 8012 or sent via inter-office mail to MC:1421.


POSITION: RIC-8 Clerk **Temporary**  
LOCATION: Jamaica, NY  
TOUR OF DUTY: 8:30 am – 4:30 pm  
REST DAYS: Saturday and Sunday  
RATE OF PAY: \$35.169 hourly

**PRIMARY DUTIES:** Audit and balance daily TOM tour envelopes relative to ticket sales and deposits. Process related reports in accordance with Company Policies and Procedures. Audit and prepare reports relative to Bar Cart Attendant remittances. Preparation of reports, work papers and other accounting documents pursuant to the Revenue Information and Control Department. Must have knowledge of basic Accounting Procedures, Tariff Regulations and the Instructions to Agents and Ticket Clerk.

Must qualify in keyboard skills (25 wpm). Must complete a minimum of 25 tours per day. Prepare boxes (approx. 25 pounds) to be sent to an offsite storage facility.

Other related duties.

**NOTE:** Bid withdrawals can only be accepted by calling us (ext. 8044) before the bulletin closes.

  
M. Reilly  
Controller

Posted: October 5, 2016



**THE LONG ISLAND RAIL ROAD  
DEPUTY CHIEF STORES OFFICER – STORES OPERATION &  
MATERIALS**

**October 5, 2016**

**TO ALL EMPLOYEES INCLUDED IN CONSOLIDATED SYSTEM  
SENIORITY ROSTER OF CLERICAL FORCES:**

**NOTICE OF AWARDS**

<b><u>BULLETIN #</u></b>	<b><u>POSITION</u></b>	<b><u>EMPLOYEE</u></b>	<b><u>EFFECTIVE DATE</u></b>
P&L 2438	Warehouse Person Permanent (C. Hopkins)	Sebastian Semelak	10/12/16
P&L 2439	Assistant Warehouse Person Temporary (R. Meade)	NO BIDS RECEIVED	
P&L 2440	Stores Truck Driver ESA – Permanent (E.Schinella)	NO BIDS RECEIVED	
P&L 2441	Warehouse Person Warehouse 15 Shop Floor Various/Various Permanent (D. Chernoff)	NO BIDS RECEIVED	
P&L 2442	Assistant Warehouse Person Permanent (J. Peterson)	Felicia Perez	10/12/16

Elvin Vazquez  
Deputy Chief Stores Officer  
Stores Operation & Materials  
Procurement & Logistics Department

POSTED: 9:00 AM  
October 5, 2016

## **RE-ADVERTISED**

### **THE LONG ISLAND RAIL ROAD DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS BULLETIN NO. P&L – 2444**

TO ALL EMPLOYEES INCLUDED IN CONSOLIDATED SYSTEM SENORITY OF CLERICAL FORCES:

Bids for the following position in the organization of Purchases and Materials will be accepted by the Officer named below until the close of business on **Friday, October 14, 2016**. Bids can be faxed to Ext. 3279 or sent via interoffice mail to MC: 3131.

**POSITION:** Assistant Warehouse Person - (R. Meade) – Temporary  
RE-ADVERTISED (P&L –2417, 2422, 2435 & 2439)  
**LOCATION:** Hillside  
**TOUR OF DUTY:** 7:30 am – 3:30 pm  
**REST DAYS:** Saturday & Sunday  
**RATE OF PAY:** \$31.406 per hour

**DUTIES:** Must be qualified to operate all material handling equipment. Must be able to operate a floor scrubber. Must be familiar with all materials. Must be able to load and unload trucks by forklift/hand. Must do all general laborer's work, such as sweeping, dusting, lifting, transferring material. Must possess a minimum Class D New York State Driver's License. Will be required to complete a Forklift Training Program.

Perform all other related duties as assigned.

**REQUIREMENTS:** Approved safety shoes in accordance with TCU Agreement to be furnished by the employee. Under the contract effective 7/26/82, the following information must be included on LIRR bid application form CT-88: seniority date, current position, date awarded current position.

**Elvin Vazquez**  
Deputy Chief Stores Officer  
Stores Operation & Materials  
Procurement & Logistics Department

POSTED: 9:00 AM  
October 5, 2016

## **RE-ADVERTISED**

### **THE LONG ISLAND RAIL ROAD DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS BULLETIN NO. P&L - 2446**

#### **TO ALL EMPLOYEES INCLUDED IN CONSOLIDATED SYSTEM SENORITY OF CLERICAL FORCES:**

Bids for the following position in the organization of Purchases and Materials will be accepted by the Officer named below until the close of business on **Friday, October 14, 2016**. Bids can be faxed to Ext. 3279 or sent via interoffice mail to MC: 3131.

**POSITION:** Warehouse Person - (D. Chernoff) – Permanent  
**RE-ADVERTISED (P&L – 2423, 2436 & 2441)**  
**LOCATION:** Hillside Warehouse 15 Shop Floor  
**TOUR OF DUTY:** Various  
**REST DAYS:** Various  
**RATE OF PAY:** \$33.632 per hour

**DUTIES:** Must have functional knowledge of all Stores administrative activities, forms and documents, including general familiarization with the entire LIRR procurement system. Must be proficient in WMS operations and perform all appropriate input.

Must perform general housekeeping in area of assignment. Must be able to conduct oneself in a businesslike fashion in all oral and written communications. Must be qualified to perform the specific method of operation pertinent to the various material distribution stations regarding receiving, storing and shipping, issuance of material and other related duties. Must have knowledge of all the official documents, (i.e. MP-151, MW-121, SK-35, etc.), concerning the charge out of material including proper execution. Must be able to maintain perpetual inventory of specified classes of material. Must be able to lift up to 75lbs. Must be able to assist supervision in taking of inventory, verifying out of stock and rectification of errors.

Perform all other related duties as assigned.

**REQUIREMENTS:** Approved safety shoes in accordance with TCU Agreement to be furnished by the employee. Under the contract effective 7/26/82, the following information must be included on LIRR bid application form CT-88: seniority date, current position, date awarded current position.

**Elvin Vazquez**  
Deputy Chief Stores Officer  
Stores Operation & Materials  
Procurement & Logistics Department

POSTED: 9:00 AM  
October 5, 2016

**THE LONG ISLAND RAIL ROAD**  
**DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS**  
**BULLETIN NO. P&L – 2448**

TO ALL EMPLOYEES INCLUDED IN CONSOLIDATED SYSTEM SENORITY OF CLERICAL FORCES:

Bids for the following position in the organization of Purchases and Materials will be accepted by the Officer named below until the close of business on **Friday, October 14, 2016**. Bids can be faxed to Ext. 3279 or sent via interoffice mail to MC: 3131.

**POSITION:** Warehouse Person – (A. Okolo) – Temporary  
**LOCATION:** Hillside  
**TOUR OF DUTY:** 7:30 AM – 3:30 PM  
**REST DAYS:** Saturday & Sunday  
**RATE OF PAY:** \$33.632 per hour

**DUTIES:** Must have functional knowledge of all Stores administrative activities, forms and documents, including general familiarization with the entire LIRR procurement system. Must be proficient in WMS operations and perform all appropriate input.

Must perform general housekeeping in area of assignment. Must be able to conduct oneself in a businesslike fashion in all oral and written communications. Must be qualified to perform the specific method of operation pertinent to the various material distribution stations regarding receiving, storing and shipping, issuance of material and other related duties. Must have knowledge of all the official documents, (i.e. MP-151, MW-121, SK-35, etc.), concerning the charge out of material including proper execution. Must be able to maintain perpetual inventory of specified classes of material. Must be able to lift up to 75lbs. Must be able to assist supervision in taking of inventory, verifying out of stock and rectification of errors.

Perform all other related duties as assigned.

**REQUIREMENTS:** Approved safety shoes in accordance with TCU Agreement to be furnished by the employee. Under the contract effective 7/26/82, the following information must be included on LIRR bid application form CT-88: seniority date, current position, date awarded current position.

**Elvin Vazquez**  
Deputy Chief Stores Officer  
Stores Operation & Materials  
Procurement & Logistics Department

POSTED: 9:00 AM  
October 5, 2016

**THE LONG ISLAND RAIL ROAD**  
**DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS**  
**BULLETIN NO. P&L – 2443**

TO ALL EMPLOYEES INCLUDED IN CONSOLIDATED SYSTEM SENORITY OF CLERICAL FORCES:

Bids for the following position in the organization of Purchases and Materials will be accepted by the Officer named below until the close of business on Friday, October 14, 2016. Bids can be faxed to Ext. 3279 or sent via interoffice mail to MC: 3131.

<b>POSITION:</b>	<b>Warehouse Person - (S. Lupski) – Permanent</b>
<b>LOCATION:</b>	<b>Hillside</b>
<b>TOUR OF DUTY:</b>	<b>7:30 AM – 3:30 PM</b>
<b>REST DAYS:</b>	<b>Saturday &amp; Sunday</b>
<b>RATE OF PAY:</b>	<b>\$33.632 per hour</b>

**DUTIES:** Must have functional knowledge of all Stores administrative activities, forms and documents, including general familiarization with the entire LIRR procurement system. Must be proficient in WMS operations and perform all appropriate input.

Must perform general housekeeping in area of assignment. Must be able to conduct oneself in a businesslike fashion in all oral and written communications. Must be qualified to perform the specific method of operation pertinent to the various material distribution stations regarding receiving, storing and shipping, issuance of material and other related duties. Must have knowledge of all the official documents, (i.e. MP-151, MW-121, SK-35, etc.), concerning the charge out of material including proper execution. Must be able to maintain perpetual inventory of specified classes of material. Must be able to lift up to 75lbs. Must be able to assist supervision in taking of inventory, verifying out of stock and rectification of errors.

Perform all other related duties as assigned.

**REQUIREMENTS:** Approved safety shoes in accordance with TCU Agreement to be furnished by the employee. Under the contract effective 7/26/82, the following information must be included on LIRR bid application form CT-88: seniority date, current position, date awarded current position.

**Elvin Vazquez**  
Deputy Chief Stores Officer  
Stores Operation & Materials  
Procurement & Logistics Department

POSTED: 9:00 AM  
October 5, 2016

## **RE-ADVERTISED**

### **THE LONG ISLAND RAIL ROAD DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS BULLETIN NO. P&L – 2445**

#### **TO ALL EMPLOYEES INCLUDED IN CONSOLIDATED SYSTEM SENIORITY OF CLERICAL FORCES:**

Bids for the following position in the organization of Purchases and Materials will be accepted by the Officer named below until the close of business on **Friday, October 14, 2016**. Bids can be faxed to Ext. 3279 or sent via interoffice mail to MC: 3131.

**POSITION:** Stores Truck Driver - (E Schinella) – Permanent  
RE-ADVERTISED (P&L – 2315, 2325, 2333, 2348, 2351, 2354, 2359, 2367, 2372, 2374, 2381, 2385, 2390, 2393, 2396, 2403, 2404, 2405, 2407, 2410, 2412, 2421, 2434 & 2440)  
**LOCATION:** East Side Access Glendale (84-02 72<sup>nd</sup> Dr.)  
**TOUR OF DUTY:** 7:30 AM – 3:30 PM  
**REST DAYS:** Saturday & Sunday  
**RATE OF PAY:** \$ 32.846 per hour

**DUTIES:** Must be qualified to operate all types of gasoline driven vehicles including trucks with lifts and booms, automobiles and all material handling equipment. Must be physically able to assist in the loading and unloading of all types of material and equipment that the needs of service require. Must hold a New York State Class "B" CDL license with HAZMAT endorsement with no air brake restrictions. Must be familiar with emergency truck maintenance and inspection procedures as instigated by New York State and the Company. Will be required to operate two-way radio equipment and be familiar with the New York City and State roads, highways and expressways as they relate to the Long island Rail Road's property. New applicants must secure a New York State Class "A" CDL license with HAZMAT endorsement with no air brake restrictions within three months of award of position. Training will be provided by the Carrier.

**REQUIREMENTS:** Approved safety shoes in accordance with TCU Agreement to be furnished by the employee. Under the Contract effective 7/26/82, the following information must be included on LIRR bid application form CT-88: seniority date, current position, date awarded current position.

**Elvin Vazquez**  
Deputy Chief Stores Officer  
Stores Operation & Materials  
Procurement & Logistics Department

POSTED: 9:00AM  
October 5, 2016

**THE LONG ISLAND RAIL ROAD**  
**DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS**  
**BULLETIN NO. P&L – 2447**

TO ALL EMPLOYEES INCLUDED IN CONSOLIDATED SYSTEM SENORITY OF CLERICAL FORCES:

Bids for the following position in the organization of Purchases and Materials will be accepted by the Officer named below until the close of business on Friday, October 14, 2016. Bids can be faxed to Ext. 3279 or sent via interoffice mail to MC: 3131.

<b>POSITION:</b>	<b>Warehouse Person – (D. Chernoff) – Temporary</b>
<b>LOCATION:</b>	<b>Hillside</b>
<b>TOUR OF DUTY:</b>	<b>7:30 AM – 3:30 PM</b>
<b>REST DAYS:</b>	<b>Saturday &amp; Sunday</b>
<b>RATE OF PAY:</b>	<b>\$33.632 per hour</b>

**DUTIES:** Must have functional knowledge of all Stores administrative activities, forms and documents, including general familiarization with the entire LIRR procurement system. Must be proficient in WMS operations and perform all appropriate input.

Must perform general housekeeping in area of assignment. Must be able to conduct oneself in a businesslike fashion in all oral and written communications. Must be qualified to perform the specific method of operation pertinent to the various material distribution stations regarding receiving, storing and shipping, issuance of material and other related duties. Must have knowledge of all the official documents, (i.e. MP-151, MW-121, SK-35, etc.), concerning the charge out of material including proper execution. Must be able to maintain perpetual inventory of specified classes of material. Must be able to lift up to 75lbs. Must be able to assist supervision in taking of inventory, verifying out of stock and rectification of errors.

Perform all other related duties as assigned.

**REQUIREMENTS:** Approved safety shoes in accordance with TCU Agreement to be furnished by the employee. Under the contract effective 7/26/82, the following information must be included on LIRR bid application form CT-88: seniority date, current position, date awarded current position.

**Elvin Vazquez**  
Deputy Chief Stores Officer  
Stores Operation & Materials  
Procurement & Logistics Department

POSTED: 9:00 AM  
October 5, 2016

**LONG ISLAND RAILROAD**  
**MANAGEMENT-TRANSPORTATION CREW MANAGEMENT SERVICES**

**Bulletin ID:** CREW7-19

**Bulletin Seq:** 76

**Bulletin Description:** C/D BULLETIN 7-19

Open: 10/05/2016 00:01

Close: 10/14/2016 17:00

Effective: 10/19/2016 00:01

Posted: 10/05/2016 00:01

Asgn	Position	Perm Or Temp	Terminal
CD2D	CREW DISPATCHER	Temporary	JAMAICA
	Location	TRANSPORTATION CREW MANAGEMENT, JAMAICA	
	Report Time	359PM	
	Rest Days	MONDAY & TUESDAY	
	Rate Of Pay	\$41.699 HOURLY*	

APPLICANTS FOR THIS POSITION MUST HAVE COMPLETED THE CREW DISPATCHER TRAINING PROGRAM AS PER TCU CONTRACT. MUST HAVE THOROUGH KNOWLEDGE OF THE REGULATIONS GOVERNING THE WORKING CONDITIONS OF EMPLOYEES REPRESENTED BY THE UTU, BLE, TCU AND

UTU Y/M. MUST BE A COMPETENT TYPIST AND WORK AS DIRECTED WITHIN THE OFFICE OF THE MANAGER-TRANSPORTATION CREW MANAGEMENT SERVICES.

\*DIFFERENTIAL NOT INCLUDED IN THE ABOVE RATE OF PAY

CX4006	CREW DISPATCHER	Permanent	LIRR-Extra List
	Location	TRANSPORTATION CREW MANAGEMENT, JAMAICA (5C1)	
	Report Time	VARIOUS	
	Rest Days	VARIOUS	
	Rate Of Pay	\$41.699 HOURLY*	

\*RATE OF JOB COVERED WITH \$26.629 MINIMUM

APPLICATIONS FOR THIS POSITION MUST HAVE COMPLETED THE CREW DISPATCHER TRAINING PROGRAM AS PER TCU CONTRACT. MUST HAVE A

THOROUGH KNOWLEDGE OF THE REGULATIONS GOVERNING THE WORKING CONDITIONS OF EMPLOYEES REPRESENTED BY THE UTU, BLE, TCU AND

UTU Y/M. MUST BE A COMPETENT TYPIST AND WORK AS DIRECTED WITHIN THE

MANAGER - TRANSPORTATION CREW MANAGEMENT SERVICES.

All bids must be in the transportation crew management services office prior to the close of this bulletin. CT-88 receipts is honored only if signed by employees working in the transportation crew management services office.

10/04/20 11:03



**LONG ISLAND RAILROAD**  
**MANAGEMENT-TRANSPORTATION CREW MANAGEMENT SERVICES**  
**Bulletin Awards - Non-Ops**

**Bulletin ID:** CREW7-18      **Sequence:** 76

**Description:** C/D BULLETIN 7-18

**Open:** 09/21/2016 00:01      **Close:** 09/30/2016 17:00      **Effective:** 10/05/2016 00:01      **Posted:** 09/21/2016 00:01

Asgn	Position	Perm or Temp	Terminal	Emp Num	Employee Name	Rank From
CD2D	CREW DISPATCHER	Temporary	JAMAICA	Readvertis		
CX4006	CREW DISPATCHER	Permanent	LIRR-Extra List	Readvertis		

All bids must be in the transportation crew management services office prior to the close of this bulletin. CT-88 receipts is honored only if signed by employees working in the transportation crew management services office.

10/04/20 11:01

**STATIONS DEPARTMENT**

**NOTICE NO. 2016-32**

Date: October 3, 2016  
TO: All Stations Department Employees  
FROM: James Compton, Chief Stations Officer  
SUBJECT: Holiday Notice – Columbus Day – Monday, October 10, 2016

On Monday, October 10, 2016, the following will be in effect:

**STATION APPEARANCE MAINTAINERS - The following positions WILL NOT work:**

H562 Jam/FBA/Nost	HMC111	JAM114
H563 Jam/FBA/Nost	HMC113	JAM116
HC561 Jam/FBA/Nost	HMC116	JAM121
HMC101	HMC120	JAM122
HMC103	HMC122	JAM128
HMC106	JAM110	

**FOREMEN:** All those scheduled to work Monday

**OFFICES CLOSED:** Commissary, Medical Facility, General Offices, Lost & Found

**MESSENGER SERVICE:** Will Not operate

**SPECIAL SERVICE ATTENDANTS:** Will not work

**AMBASSADORS:** Will not work

**TICKET OFFICE HOURS:** WEEKDAY hours as shown in the Ticket Sales Hours Card.

**TRAIN SERVICE:** Trains will operate on a WEEKDAY schedule. Senior Citizens/People with Disabilities tickets will be valid on ALL trains.

If you have any questions, please contact your manager.

\* \* \*

**Employees should protect themselves, their fellow employees and the public by immediately reporting anything suspicious to MTA Police at (718) 361-2201 or "911."**