



Long Island Rail Road
Going your way

BID SHEETS

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

February 1, 2017

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

NOTICE OF AWARDS

<u>BULLETIN #</u>	<u>POSITION</u>	<u>EMPLOYEE</u>	<u>EFFECTIVE DATE</u>
P&L 2468	Stockman Exception 4 Permanent – Commissary Jamaica	WITHDRAWN	
P&L 2470	Warehouse Person Commissary-Jamaica Permanent	WITHDRAWN	
P&L 2471	Warehouse Person West Side Yard Temporary (D Loyed)	Stephanie Covington	2/1/17

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

POSTED: 9:00 AM
February 1, 2017

THE LONG ISLAND RAIL ROAD
PROCUREMENT & LOGISTICS DEPARTMENT

February 1, 2017

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

NOTICE OF AWARDS

<u>BULLETIN #</u>	<u>POSITION</u>	<u>EMPLOYEE</u>	<u>EFFECTIVE DATE</u>
2491	Inquiry Clerk (C. Mills)	C. Mills	1/23/17
2492	Inquiry Clerk (vacant)	T. Mitchell	1/25/17
2493	Clerk Typist (A. Tart)	A. Tart	1/23/17

Barbara DeBois
Procurement & Logistics Department

THE LONG ISLAND RAIL ROAD
PROCUREMENT & LOGISTICS DEPARTMENT

February 1, 2017

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

THE FOLLOWING BULLETIN HAS BEEN WITHDRAWN:

Bulletin	Position
#2495 (re-post of #2494)	Clerk Typist – Procurement (Vacant)

POSTED: 9:00 AM
Barbara DeBois
Procurement & Logistics Department

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

February 1, 2017

BULLETIN NO. SD-03-2017

This bulletin will close **at 5:00 PM on Friday, February 10, 2017**. 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	Temporary	TSM Clerk (C953)
Location:		Bethpage Facility
Tour of Duty:		Sun/Tues/Wed/Thurs: 6:00 AM – 2:00 PM Monday: 5:00 AM – 2:00 PM
Rate of Pay:		\$34.853
Rest Days:		Friday/Saturday

Primary Duties: Must have a full understanding of the sales and accounting of tickets and the daily servicing of ticket vending machines. Responsible for completing daily-tour incident reports. Must drive between Long Island Rail Road properties; must make minor repairs (i.e., change flat tires) as necessary for 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-page device while on duty to communicate between supervisors and carry photo I.D. to provide positive identification at all times. Must possess the ability to service, define error codes and correct malfunctions in the S&B TVM's. Process large amounts of currency and coins, prepare bank deposits, maintain accurate spare parts inventory, defective parts log and the TVM ticket stock book. Must be familiar with the TVM Malfunction and Maintenance reports. The applicant should be mechanically inclined and be able to lift coin magazines, cassettes, bill and coin vaults. Must be able to operate coin filler, currency counter/sorter, coin sorter and be familiar with obtaining a "state report" from the S&B TVM utilizing a computer notebook. Must possess the ability to exercise good judgment. Applicant must be customer oriented and be capable of effectively and courteously relating to customers.

Position No: 2 Temporary Information Clerk (C126)

Location: Penn Station

Tour of Duty: 10:30 AM – 6:30 PM

Rate of Pay: \$32.257

Rest Days: Wednesday/Thursday

Primary 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.

Position No: 3 Temporary Ticket Clerk (C915)

Location: Wed/Thurs/Fri: Atlantic Terminal
Sat/Sun: Penn Station

Tour of Duty: Wednesday: 12:00 PM – 9:00 PM
Thursday: 1:00 PM – 9:00 PM
Friday: 2:30 PM – 10:30 PM
Sat/Sun: 3:45 PM – 11:45 PM

Rate of Pay: Wed/Thurs/Fri: \$33.512
Sat/Sun: \$34.706

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.

Position No: 4 Temporary Station Appearance Maintainer (ATL102)

Location: Atlantic Terminal

Tour of Duty: 6:00 AM – 2:00 PM

Rate of Pay: \$28.763

Rest Days: Wednesday/Thursday

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.

Position No: 5 Permanent Mail & Ride Clerk (P201)

Location: Hillside

Tour of Duty: 9:15 AM – 5:15 PM

Rate of Pay: \$34.322

Rest Days: Saturday/Sunday

Primary Duties: Must be a qualified 45wpm typist and be familiar with Microsoft Word software on a personal computer. Responsible for handling all outgoing and incoming mail, administration of postal permits and accounts, and coordination between Mail & Ride and Ticket Refunds offices. Must maintain and process all claims for lost/stolen tickets for entire railroad and attempt return of recovered tickets to customers. 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 perform pickup and delivery of payments and documents between Jamaica/Flatbush Ave./Penn Station/Hillside Facility and the Mail & Ride bank lock box, etc. Must be able to perform all other Mail & Ride related Duties.

Position No: 6	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 Citifield. 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.

AWARDS TO BULLETIN SD-02-2017

	<u>JOB #</u>	<u>NAME</u>	<u>AWARD DATE</u>
POSITION NO. 1	Temporary C909	J. Carter	2/1/17
POSITION NO. 2	Temporary C147	L. Batres-Toc	2/1/17
POSITION NO. 3	Temporary C149	C. Sizemore	Pending
POSITION NO. 4	Temporary C921	H. Turner	2/8/17
POSITION NO. 5	Temporary JAM133	B. Rooney (A)	2/1/17
POSITION NO. 6	Temporary AMB	Re-Advertised	

John Dunne, Manager
Station Services Support

Posted: February 1, 2017

LONG ISLAND RAIL ROAD

Bulletin 11-2017

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, February 10, 2017 at 5:00 PM.

POSITION: CSR - 904 (Permanent)
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 February 01, 2017

LONG ISLAND RAIL ROAD

Bulletin 09-2017

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, February 10, 2017 at 5:00 PM.

POSITION: CSR - 106 (Permanent)
Customer Service Representative

LOCATION: Customer Service Center
(HSF)

RATE OF PAY: 32.555

TOUR OF DUTY: 2:00 PM – 10:00 PM

RELIEF DAYS: Monday and Tuesday

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.
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Gabrielle Aulicino
Customer Service Manager

Posted February 1, 2017

LONG ISLAND RAIL ROAD

Bulletin 10-2017

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, February 10, 2017 at 5:00 PM.

POSITION: CSR - 110 (Permanent)
Customer Service Representative

LOCATION: Customer Service Center
(HSF)

RATE OF PAY: 32.555

TOUR OF DUTY: 2:00 PM – 10:00 PM

RELIEF DAYS: Friday and Saturday

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.).
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Gabrielle Aulicino
Customer Service Manager

Posted February 1, 2017

LONG ISLAND RAIL ROAD

Bulletin 12-2017

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, February 10, 2017 at 5:00 PM.

POSITION: CSR - 905 Permanent
Customer Service Representative

LOCATION: Customer Service Center
(HSF)

RATE OF PAY: 32.555

TOUR OF DUTY: 2:00 PM – 10:00 PM

RELIEF DAYS: Tuesday and Wednesday

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:

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Gabrielle Aulicino
Customer Service Manager

Posted February 01, 2017

