



Long Island Rail Road
Going your way

BID SHEETS

THE LONG ISLAND RAIL ROAD COMPANY

OFFICE OF THE CONTROLLER

REVISED BULLETIN No. 2646

Bids for the following position in the Office of the Controller will be accepted by the Officer named below until the close of business (5:00 p.m.) February 24, 2017. 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 extension: 8012, or sent via Inter-office mail to Mail Code 1421.

Position: Ticket Refund Clerk **PERMANENT**
Location: Jamaica, NY
Tour of Duty: 8:00 am – 4:00 pm
Rest Days: Saturday and Sunday
Rate of Pay: \$35.17 hourly

PRIMARY DUTIES:

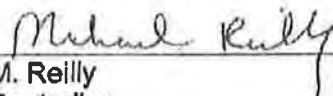
Must be able to calculate and process a minimum of 50 refund applications per day; answer customers' written and telephone inquiries concerning refund applications and fares; provide customer service in a courteous and effective manner; assist in ADL process.

Must be able to work with other departments: Public Affairs, TVM's, Mail & Ride and the Ticket Offices. Candidate must be very proficient in the use of a Personal Computer with a thorough understanding of Microsoft Word and Excel, along with the current refund system. Must have thorough knowledge of the Passenger Tariff, fares, tickets, refund policies and procedures. Must perform related clerical duties as assigned.

Must qualify in keyboard skills (25 wpm). Incumbent is required to prepare boxes of files that are sent to an offsite storage facility. Lifting of boxes weighing approximately 25 pounds will be necessary.

Other related duties.

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


M. Reilly
Controller
Posted: February 15, 2017

THE LONG ISLAND RAIL ROAD
MAINTENANCE OF EQUIPMENT DEPARTMENT

February 15, 2017

NOTICE: ALL EMPLOYEES IN THE CONSOLIDATED SYSTEM SENIORITY ROSTER OF CLERICAL FORCES

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AWARD BULLETIN NO. 1671

POSITION AWARDED TO THE FOLLOWING:

Job No. 5	No Qualified Bids Received
Job No. 23	T. Ramesar (effective 2/22/2017)
Job No. 28	No Qualified Bids Received

*_**

BULLETIN NO. 1672

APPLICATIONS FOR THE FOLLOWING POSITION WILL BE ACCEPTED BY THE OFFICER NAMED BELOW UNTIL 5:00 PM
- FEBRUARY 24, 2017

JOB NO. 18

POSITION PERMANENT	CLERK - CENTRAL MANPOWER
LOCATION <i>Ramesar, T.</i>	HILLSIDE MAINTENANCE COMPLEX
TOUR OF DUTY <i>Award 1671</i>	2:30 PM to 10:30 PM
RELIEF DAYS	MONDAY & TUESDAY
RATE OF PAY	\$35.801 PER HOUR
QUALIFICATIONS	MAINTAIN ALL RECORDS AND REPORTS RELATED TO MECHANICAL DEPARTMENT. HANDLE TIME CARDS, SICK FORMS, PERSONAL DAY FORMS, MAINTAIN FILES AND OTHER RELATED DUTIES. MUST BE A QUALIFIED AND RAPID TYPIST. CANDIDATES MUST HAVE SUCCESSFULLY COMPLETED TRAINING PROGRAM.

JOB NO. 28

POSITION PERMANENT	CLERK - CENTRAL MANPOWER
LOCATION <i>Cloff, P.</i>	HILLSIDE MAINTENANCE COMPLEX
TOUR OF DUTY <i>NBR 1671</i>	10:30 PM to 6:30 AM
RELIEF DAYS	SUNDAY & MONDAY
RATE OF PAY	SAME AS JOB NO. 18
QUALIFICATIONS	SAME AS JOB NO. 18

A. M. MICHELETTI
OFFICE OF M/E MANPOWER, HMC 3012

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

February 15, 2017

BULLETIN NO. SD-04-2017

This bulletin will close **at 5:00 PM on Friday, February 24, 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	Ticket/TSM Clerk (C992)
Location:		Fri/Sun: Bethpage Facility Saturday: Hillside TSM Monday: Wantagh Tuesday: Woodside
Tour of Duty:		Fri/Mon/Tues: 6:00 AM – 2:00 PM Saturday: 11:00 AM – 7:00 PM Sunday: 10:30 AM – 6:30 PM
Rate of Pay:		Friday: \$34.339 Sat/Sun: \$37.896 Monday: \$32.687 Tuesday: \$31.902
Rest Days:		Wednesday/Thursday

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.

CASHIER: This position must be able to verify Ticket Vending Machine cash removals and prepare deposits from these removals. Must be able to verify the contents of change modules removed from the Ticket Vending Machines and refill these modules for replenishment of the machines. Prepare deposit for change orders and verify change orders when received. Must be able to reconcile all cash removals, deposits, and coin refills processed against reports generated daily and cashier's safe. Will assist the Agent with the transfer of parts for repair between location and service contractor for TSMs. Record, verify, and forward any claims to Automated Ticket Sales of Transportation Services for processing. Must be able to lift full coin hoppers as part of daily routine. Must be qualified in the sale and accounting of tickets or ticket vending machines. Must possess the ability to exercise good judgment and perform all assigned and related duties.

TSM CLERK: Must have a full understanding of the sales and accounting of tickets and related duties. 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 TSM Clerk (C700)
Location: Bethpage Facility
Tour of Duty: 6:00 AM – 2:00 PM
Rate of Pay: \$34,339
Rest Days: Sunday/Monday

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: 3 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 answer 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: 4	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: 5	Permanent	Station Appearance Maintainer (L312)
Location:		Ronkonkoma
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.

Position No: 6	Temporary	Ambassador
Location:		Varlous
Tour of Duty:		Varlous
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.

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

February 15, 2017

TO ALL CLERICAL EMPLOYEES:

We will be accepting resumes for the permanent APPOINTED position of Chief Division Operations Support Clerk In the Stations Department. Interested applicants must email their resumes to Theresa Dorsey, tdorsey@lirr.org by Friday, February 24, 2017.

Location:	Mineola
Tour of Duty:	6:00 AM - 2:00 PM
Rate of Pay:	\$37.463
Rest Days:	Saturday/Sunday

Primary Duties: The duties associated with this position include, but are not limited to the following tasks:

Perform all general clerical functions for the area: typing, handling telephone inquiries, sorting mail, distributing reports, maintaining records. Maintain safety statistics – prepare daily and monthly safety statistics, assist with electronic filing of safety matters. Order supplies and equipment. Enter requisition in database and follow-up. Provide assistance for Trial Office as required. Preparation of warning letters, trial notices, and company trials.

Position requires the ability to carry out diverse tasks with limited supervision. This position handles confidential information and requires independent, good judgment, a high level of proficiency in many computer software programs, including but not limited to Excel, Access, PowerPoint, PeopleSoft, Outlook, CTAMS, and Word.

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

NOTICE OF CORRECTION

BULLETIN NO. SD-02-2017

February 15, 2017

Resumes for the following PERMANENT position in the Director – Station Operations Department Mineola Office (reports to Chris Long) will be accepted until 5:00 PM, on Friday, January 27, 2017. Email all resumes to Theresa Dorsey at tdorsey@lirr.org

POSITION: Chief Operations Division Support Clerk (Exception 4) (Permanent)
LOCATION: LIRR Mineola Station, 2nd Floor, Director – Stations Operations Office
RATE OF PAY: \$37.463 per hour
TOUR OF DUTY: 6:00 AM – 2:00 PM
RELIEF DAYS: Saturday and Sunday

THIS JOB HAS BEEN WITHDRAWN AS OF FEBRUARY 1, 2017.

Posted: February 15, 2017

AWARDS TO BULLETIN SD-03-2017

	<u>JOB #</u>	<u>NAME</u>	<u>AWARD DATE</u>
POSITION NO. 1	Temporary C953	T. D'Aurizio	2/15/17
POSITION NO. 2	Temporary C126	Re-Advertised	
POSITION NO. 3	Temporary C915	Re-Advertised	
POSITION NO. 4	Temporary ATL102	A. Khalil	2/15/17
POSITION NO. 5	Permanent P201	S. Terito	2/15/17
POSITION NO. 6	Temporary AMB	Re-Advertised	

**John Dunne, Manager
Station Services Support**

Posted: February 15, 2017

THE LONG ISLAND RAIL ROAD
OFFICE OF THE VICE PRESIDENT
MARKET DEVELOPMENT & PUBLIC AFFAIRS

Notice of Awards

Bulletin No. 10-2017, CSR 110 Permanent, has been awarded to J. Smith, effective 02/10/2017.

**Gabrielle Aulicino, Manager
Customer Service Center
HSF - 3140**

POSTED: February 15, 2017

LONG ISLAND RAIL ROAD
Bulletin 16-2017

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 24, 2017 at 5:00 PM.

POSITION: CSR - 107 (Appointed)
Customer Service Representative

LOCATION: Customer Service Center
(HSF)

RATE OF PAY: 33.042

TOUR OF DUTY: 2:00 PM – 10:00 PM

RELIEF DAYS: Thursday and Friday

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 callback. 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 15, 2017

LONG ISLAND RAIL ROAD
Bulletin 15-2017

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 24, 2017 at 5:00 PM.

POSITION: CSR - 905 Permanent
Customer Service Representative

LOCATION: Customer Service Center
(HSF)

RATE OF PAY: 33.042

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:

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 15, 2017

LONG ISLAND RAIL ROAD

Bulletin 13-2017

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 24, 2017 at 5:00 PM.

POSITION: CSR - 106 (Permanent)
Customer Service Representative

LOCATION: Customer Service Center
(HSF)

RATE OF PAY: 33.042

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.
- 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 15, 2017

LONG ISLAND RAIL ROAD

Bulletin 14-2017

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 24, 2017 at 5:00 PM.

POSITION: CSR - 904 (Permanent)
Customer Service Representative

LOCATION: Customer Service Center
(HSF)

RATE OF PAY: 33.042

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 15, 2017

LONG ISLAND RAILROAD

MANAGEMENT-TRANSPORTATION CREW MANAGEMENT SERVICES

Bulletin Awards - Non-Ops

Bulletin ID: TELBUL2-49 **Sequence:** 79

Description: TELEGRAPHERS BULLETIN 2-49

Open: 02/01/2017 00:01 **Close:** 02/10/2017 17:00 **Effective:** 02/15/2017 00:01 **Posted:** 01/27/2017 00:01

Asgn	Position	Perm or Temp	Terminal	Emp Num	Employee Name	Rank From
HNA3	ASST. TRAIN DIRECTOR	Permanent	DIVIDE	54347	BRENNAN, J	BJ3 TR BAB
WL2	BLOCK OPERATOR	Permanent	LEAD	56234	DOMANICK, H	159 BO1058 BO LIRR

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.

02/14/20 9:03

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

Bulletin ID: TELBUL2-50

Bulletin Seq: 80

Bulletin Description: TELEGRAPHERS BULLETIN 2-50

Open: 02/15/2017 00:01

Close: 02/24/2017 17:00

Effective: 03/01/2017 00:01

Posted: 02/12/2017 00:01

Asgn	Position	Perm Or Temp	Terminal
BO1058	BLOCK OPERATOR	Permanent	LIRR-Extra List
	Location TELEGRAPHER EXTRA LIST		
	Report Time VARIOUS		
	Rest Days THURSDAY & FRIDAY		
	Rate Of Pay \$37.569 HOURLY* (MINIMUM)		
	*DIFFERENTIAL NOT INCLUDED IN ABOVE RATE OF PAY.		

PSCTR1	BLOCK OPERATOR	Permanent	PENN STATION CENTRAL CONTROL
	Location PENN STATION CENTRAL CONTROL	TEMPORARY	
	Report Time VARIOUS		
	Rest Days VARIOUS		
	Rate Of Pay *\$37.569 HOURLY		

CANDIDATES AWARDED POSITIONS IN PSCC WILL BE SUBJECT TO THE AGREEMENT BETWEEN THE LIRR AND TCU-TOWER EMPLOYEES.

NOTE: THESE POSITIONS SHALL BE AWARDED IN SENIORITY ORDER FROM EXTRA LIST EMPLOYEES. ONCE AWARDED A TRAINING POSITION, THE EMPLOYEE TRAINING WILL NOT BE INTERRUPTED TO FILL OTHER POSITIONS. UPON COMPLETION OF THE TRAINING PROGRAM, THE EMPLOYEE SHALL REVERT TO THE EXTRA LIST AND WILL BE PAID THE DIFFERENCE BETWEEN THE BLOCK OPERATOR RATE AND THE PSCC CONSOLE OPERATOR RATE.

APPENDIX J SECTION 3 "THE RATE OF PAY FOR A CONSOLE OPERATOR ASSIGNED TO PSCC SHALL BE \$37.014 PER HOUR. DURING THE TRAINING PERIOD, EACH EMPLOYEE SHALL BE COMPESATED AT THE RATE OF PAY OF HIS/HER FORMER POSITION. UPON SUCCESSFUL COMPLETION OF TRAINING, THE EMPLOYEE SHALL BE PAID FOR HIS/HER TRAINING PERIOD AT THE CONSOLE OPERATOR RATE."

*DIFFERENTIAL IS NOT INCLUDED IN ABOVE RATE OF PAY.

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.

02/14/20 10:19

Bulletin ID: TELBUI.2-50

Bulletin Seq: 80

Bulletin Description: TELEGRAPHERS BULLETIN 2-50

Open: 02/15/2017 00:01

Close: 02/24/2017 17:00

Effective: 03/01/2017 00:01

Posted: 02/12/2017 00:01

Asgn	Position	Form Or Temp	Terminal
PSCTR2	BLOCK OPERATOR	Permanent	PENN STATION CENTRAL CONTROL
Location	PENN STATION CENTRAL CONTROL	TEMPORARY	
Report Time	VARIOUS		
Rest Days	VARIOUS		
Rate Of Pay	*\$37.569 HOURLY		

CANDIDATES AWARDED POSITIONS IN PSCC WILL BE SUBJECT TO THE AGREEMENT BETWEEN THE LIRR AND TCU-TOWER EMPLOYEES.

NOTE: THESE POSITIONS SHALL BE AWARDED IN SENIORITY ORDER FROM EXTRA LIST EMPLOYEES. ONCE AWARDED A TRAINING POSITION, THE EMPLOYEE TRAINING WILL NOT BE INTERRUPTED TO FILL OTHER POSITIONS. UPON COMPLETION OF THE TRAINING PROGRAM, THE EMPLOYEE SHALL REVERT TO THE EXTRA LIST AND WILL BE PAID THE DIFFERENCE BETWEEN THE BLOCK OPERATOR RATE AND THE PSCC CONSOLE OPERATOR RATE.

APPENDIX J SECTION 3 "THE RATE OF PAY FOR A CONSOLE OPERATOR ASSIGNED TO PSCC SHALL BE \$37.014 PER HOUR. DURING THE TRAINING PERIOD, EACH EMPLOYEE SHALL BE COMPESATED AT THE RATE OF PAY OF HIS/HER FORMER POSITION. UPON SUCCESSFUL COMPLETION OF TRAINING, THE EMPLOYEE SHALL BE PAID FOR HIS/HER TRAINING PERIOD AT THE CONSOLE OPERATOR RATE."

*DIFFERENTIAL IS NOT INCLUDED IN ABOVE RATE OF PAY.

Asgn	Position	Form Or Temp	Terminal
PSCTR3	BLOCK OPERATOR	Permanent	PENN STATION CENTRAL CONTROL
Location	PENN STATION CENTRAL CONTROL	TEMPORARY	
Report Time	VARIOUS		
Rest Days	VARIOUS		
Rate Of Pay	*\$37.569 HOURLY		

CANDIDATES AWARDED POSITIONS IN PSCC WILL BE SUBJECT TO THE AGREEMENT BETWEEN THE LIRR AND TCU-TOWER EMPLOYEES.

NOTE: THESE POSITIONS SHALL BE AWARDED IN SENIORITY ORDER FROM EXTRA LIST EMPLOYEES. ONCE AWARDED A TRAINING POSITION, THE EMPLOYEE TRAINING WILL NOT BE INTERRUPTED TO FILL OTHER POSITIONS. UPON COMPLETION OF THE TRAINING PROGRAM, THE EMPLOYEE SHALL REVERT TO THE EXTRA LIST AND WILL BE PAID THE DIFFERENCE BETWEEN THE BLOCK OPERATOR RATE AND THE PSCC CONSOLE OPERATOR RATE.

APPENDIX J SECTION 3 "THE RATE OF PAY FOR A CONSOLE OPERATOR ASSIGNED TO PSCC SHALL BE \$37.014 PER HOUR. DURING THE TRAINING PERIOD, EACH EMPLOYEE SHALL BE COMPESATED AT THE RATE OF PAY OF HIS/HER FORMER POSITION. UPON SUCCESSFUL COMPLETION OF TRAINING, THE EMPLOYEE SHALL BE PAID FOR HIS/HER TRAINING PERIOD AT THE CONSOLE OPERATOR RATE."

*DIFFERENTIAL IS NOT INCLUDED IN ABOVE RATE OF PAY.

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.

02/14/20 10:19

Bulletin ID: TELBUL2-50

Bulletin Seq: 80

Bulletin Description: TELEGRAPHERS BULLETIN 2-50

Open: 02/15/2017 00:01

Close: 02/24/2017 17:00

Effective: 03/01/2017 00:01

Posted: 02/12/2017 00:01

Aagn	Position	Perm Or Temp	Terminal
BJ3	TRAIN DIRECTOR	Permanent	BABYLON
	Location		
	BABYLON TOWER		
	Report Time		
	10PM		
	Rest Days		
	WEDNESDAY & THURSDAY		
	Rate Of Pay		
	*\$43.833 HOURLY		
	*DIFFERENTIAL NOT INCLUDED IN ABOVE RATE OF PAY		

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.

02/14/20 10:19

LONG ISLAND RAILROAD
MANAGEMENT-TRANSPORTATION CREW MANAGEMENT SERVICES
Bulletin Awards - New-Ops

Bulletin ID: CREW7-27 Sequence: 76

Description: C/D BULLETIN 7-27

Open: 02/01/2017 00:01 Close: 02/10/2017 17:00 Effective: 02/15/2017 00:01 Posted: 02/01/2017 00:01

Asgn	Position	Perm or Temp	Terminal	Emp Num	Employee Name	Rank From
CX4006	CREW DISPATCHER	Permanent	LIRR-Extra List	27222	CABRERA, RJ	38

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.

02/14/20 8:51

LONG ISLAND RAILROAD
MANAGEMENT-TRANSPORTATION CREW MANAGEMENT SERVICES

Bulletin ID: CREW7-28

Bulletin Seq: 76

Bulletin Description: C/D BULLETIN 7-28

Open: 02/15/2017 00:01

Close: 02/24/2017 17:00

Effective: 03/01/2017 00:01

Posted: 02/15/2017 00:01

Asgn	Position	Perm Or Temp	Terminal
CX4005	CREW DISPATCHER	Permanent	LIRR-Extra List
	Location	TRANSPORTATION CREW MANAGEMENT, JAMAICA (SCI)	
	Report Time	VARIOUS	
	Rest Days	VARIOUS	
	Rate Of Pay	\$41.699 HOURLY*	

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.

02/14/20 8:53



STATIONS DEPARTMENT

NOTICE NO. 2017-03

REVISED

Date: February 7, 2017
 To: All Stations Department Employees
 From: James Compton, Chief Stations Officer
 Subject: Holiday – President's/Washington's Day – Monday, February 20, 2017

On Monday, February 20, 2017, the following will be in effect:

TICKET AGENTS - The following positions WILL work:

A101 Hillside Parts	A310 Hempstead	A703 Hicksville	A972 Ronkonkoma
A102 Hillside TVM	A311 Bethpage TVM	A709 Ronkonkoma	A982 Bethpage TVM
A103 Penn TVM	A312 Bethpage TVM	A801 Rockville Centre	A984 Bethpage TVM
A105 Penn TVM	A602 Huntington	A802 Baldwin	A988 Penn
A106 Hillside TVM	A603 Huntington	A806 Babylon	A 710 Ronkonkoma
A110 Penn	A608 Port Jefferson	A808 Patchogue	
A200 Woodside	A701 Mineola	A961 Broadway	
A303 Long Beach	A702 Bethpage TVM	A971 Ronkonkoma	

TICKET CLERKS - The following positions WILL work:

C104 Penn	C139 Jamaica	C331 Bethpage TVM	C823 Hillside Cashier
C106 Penn	C140 Jamaica	C333 Bethpage Cashier	C901 Penn
C107 Penn	C142 Jamaica	C406 Great Neck	C904 Penn
C108 Penn	C143 Jamaica	C411 Port Wash (AM)	C905 Atlantic
C110 Penn	C144 Jamaica	C412 Port Wash (PM)	C909 Atlantic
C113 Penn	C145 Jamaica	C602 Huntington	C911 Penn
C116 Penn	C147 Jamaica	C702 Bethpage TVM	C913 Penn
C118 Penn	C148 Jamaica	C704 Hicksville (AM)	C917 Penn
C121 Penn	C151 Penn TVM	C706 Hicksville (PM)	C823 Jamaica
C126 Penn	C152 Penn TVM	C802 Freeport	C924 Jamaica
C127 Penn	C201 Woodside	C813 Babylon (AM)	C952 Bethpage TVM
C130 Atlantic	C307 Hempstead	C814 Babylon (PM)	C953 Bethpage TVM
C132 Atlantic	C310 Valley Stream	C821 Hillside TVM	C997 Bethpage Rlf Cshr
C136 Atlantic	C313 Long Beach	C822 Hillside TVM	

STATION APPEARANCE MAINTAINERS - The following positions WILL work:

ATL102	HMC124	L309 Hicksville	V461 Babylon Yd (PM)
ATL103	HMC125	L311 Huntington	V462 Babylon Yd
ATL105	JAC1 Jamaica	L313 Farmingdale	V466 Northport (AM)
ATL106	JAM108	L315 Bayside	V471 Garden City (AM)
ATL107	JAM112	L319 Hempstead	V474 Valley Stream (AM)
ATL109	JAM118	L320 Port Wash	V477 Long Beach
ATL110	JAM119	L911 Ronkonkoma	V484 Northport (PM)
ATL111	JAM124	RSC2 Atlantic	V485 Northport (PM)
H552 Port Wash	JAM130	RSC3 Atlantic	V488 Ronkonkoma
H572 Baby/Hicks/Nrthprt	JAM131	RSC4 Atlantic	V902 Morris Park
HC551 Port Wash (QRT)	JAM132	V455 Garden City (AM)	V903 Ronkonkoma
HC571 Bby/Hicks/Npt (QLT)	L302 Mineola	V456 Garden City (PM)	V904 Ronkonkoma
HMC109	L303 Lindenhurst	V457 Garden City (PM)	
HMC112	L304 Freeport	V459 Valley Stream (AM)	
HMC123	L307 Babylon	V460 Babylon Yd (PM)	

THE FOLLOWING CRAFTS WILL NOT WORK

Ambassadors, Special Services Attendants, Messenger Services

FOREMEN: All working
OFFICES CLOSED: Commissary, General Offices, Lost & Found, Medical Facility
TICKET OFFICE HOURS: HOLIDAY hours as shown on the Ticket Sales Hours Card.
TICKET SALES: Senior Citizens and Off Peak tickets will be valid on all trains.
TRAIN SERVICE: Will operate on a HOLIDAY schedule.

If you have any questions, please contact your manager. . . .