



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

**BID SHEETS**



THE LONG ISLAND RAIL ROAD COMPANY

OFFICE OF THE CONTROLLER

REVISED BULLETIN No. 2651

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.) July 14, 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

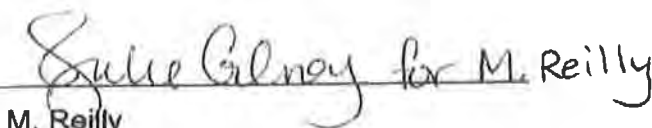
**PRIMARY DUTIES:**

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: July 5, 2017



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

July 5, 2017

AGENT'S BULLETIN NO. SD-04-2017

This bulletin will close **at 5:00 PM on Friday, July 14, 2017**. 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 Theresa Dorsey, 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 (A971)
Location:		Friday / Saturday – Huntington Sunday / Monday/ Tuesday - Ronkonkoma
Tour of Duty:		Friday: 4:45am-1:00pm Saturday: 5:00am-1:00pm Sunday : 8:00am-4:00pm Monday / Tuesday: 5:00am-1:00pm
Rate of Pay:		Friday / Saturday: \$40.652 Sunday: \$41.039 Monday/ Tuesday: \$41.516
Rest Days:		Wednesday/ Thursday

---



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

July 5, 2017

BULLETIN NO. SD-13-2017

This bulletin will close **at 5:00 PM on Friday, July 5, 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 Theresa Dorsey, 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 Clerk (C114)
Location:		Penn Station
Tour of Duty:		2:00pm-10:00pm
Rate of Pay:		\$34.706
Rest Days:		Saturday/Sunday

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: 2	Permanent	Ticket Clerk (C911)
Location:		Penn Station
Tour of Duty:		Friday: 5:30pm-1:30am Saturday: 3:00pm-11:00pm Sunday: 2:00pm-10:00pm Monday / Tuesday: 11:30pm-7:30am
Rate of Pay:		\$34.706
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

Position No: 3

Temporary

Ticket Clerk (C993)

Location:

Tuesday: Penn Station  
Wednesday: Massapequa  
Thursday: Lynbrook  
Friday: Woodside  
Saturday: Huntington

Tour of Duty:

Tuesday: 6:15am-2:15pm  
Wednesday / Friday: 6:00am-2:00pm  
Thursday: 5:30am-2:00pm  
Saturday: 8:00am-4:00pm

Rate of Pay:

Tuesday: \$34.706  
Wednesday: \$32.804  
Thursday: \$32.25  
Friday / Saturday: \$32.934

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.

---

Position No: 4

Permanent

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 Citi field. 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.

---





Position No: 7	Permanent	Station Appearance Maintainer (V901)
Location:		Tuesday / Friday / Saturday – Valley Stream Wednesday/ Thursday – Garden City
Tour of Duty:		6:00am-2:00pm
Rate of Pay:		\$29.647
Rest Days:		Sunday / Monday

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.

Position No: 8	Permanent	Station Appearance Maintainer (JAM118)
Location:		Jamaica
Tour of Duty:		9:00pm-5:00am
Rate of Pay:		\$28.763
Rest Days:		Friday / Saturday

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: 9                      Temporary                      Station Appearance Maintainer (ATL107)

Location:    Atlantic Terminal

Tour of Duty:    6:00am-2:00pm

Rate of Pay:    \$32.853

Rest Days:    Thursday / Friday

Primary Duties: 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 Terminal Managers or Branch Line Managers.

---

Position No: 10                      Temporary                      Station Appearance Maintainer (V902)

Location:    Mon. / Tues. / Sat. / Sun.: Morris Park  
Wednesday: Valley Stream

Tour of Duty:    Monday / Tuesday 6:15am-2:15pm  
Wednesday/ Saturday/ Sunday 6:00am-2:00pm

Rate of Pay:    \$29.647

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.

---

Position No: 11

Temporary

Station Appearance Maintainer (SL-02)

Location:

Monday: Woodside

Tuesday/Wednesday: Long Beach

Saturday/ Sunday: Freeport

Tour of Duty:

Monday: 8:00am-4:00pm

Tuesday/ Wednesday: 11:30am-7:30pm

Saturday / Sunday: 1:00pm-9:00pm

Rate of Pay:

\$28.763

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. 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.

**AWARDS TO BULLETIN SD-12-2017**

	<b><u>JOB #</u></b>	<b><u>NAME</u></b>	<b><u>AWARD DATE</u></b>
<b>POSITION NO. 1</b>	<b>Temporary C905</b>	<b>L. Trujillo</b>	<b>7/5/17</b>
<b>POSITION NO. 2</b>	<b>Permanent C916</b>	<b>C. Ashby</b>	<b>Pending</b>
<b>POSITION NO. 3</b>	<b>Temporary AMB</b>	<b>M. Boyd</b>	<b>7/12/17</b>
<b>POSITION NO. 4</b>	<b>Permanent RSC3</b>	<b>J. Casali</b>	<b>7/12/17</b>
<b>POSITION NO. 5</b>	<b>Temporary RSC4</b>	<b>Withdrawn</b>	
<b>POSITION NO. 6</b>	<b>Permanent V474</b>	<b>J.Bleck</b>	<b>7/5/17</b>
<b>POSITION NO. 7</b>	<b>Temporary JAM122</b>	<b>N.Perri</b>	<b>7/12/17</b>
<b>POSITION NO. 8</b>	<b>Permanent H543</b>	<b>L. Farina</b>	<b>7/12/17</b>
<b>POSITION NO. 9</b>	<b>Permanent ATL105</b>	<b>Withdrawn</b>	
<b>POSITION NO. 10</b>	<b>Temporary JAM120</b>	<b>Withdrawn</b>	
<b>POSITION NO. 11</b>	<b>Permanent CD102</b>	<b>J. Zoufaly</b>	<b>7/5/17</b>
<b>POSITION NO. 12</b>	<b>Permanent CD103</b>	<b>R. Bloomfield</b>	<b>7/5/17</b>
<b>POSITION NO. 13</b>	<b>Permanent CD104</b>	<b>W. Singh</b>	<b>7/5/17</b>
<b>POSITION NO. 14</b>	<b>Permanent CDR105</b>	<b>D. Nguyen</b>	<b>7/5/17</b>
<b>POSITION NO 15</b>	<b>Permanent C911</b>	<b>Re-Advertised</b>	

---

Theresa Dorsey, Director  
Station Services Support

Posted: July 5, 2017



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

**July 5, 2017**

**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 2488	Stores Truck Driver Temporary (J. Mathiesen)	NO BIDS RECEIVED	
P&L 2489	Assistant Warehouse Person Temporary (F. Perez)	NO BIDS RECEIVED	
P&L 2490	Warehouse Person Various/Various Permanent (D. Chernoff)	NO BIDS RECEIVED	
P&L 2496	Assistant Warehouse Person Warehouse 15 – Shop Floor Permanent (J. Alcalde)	George Hyde	7/12/17
P&L 2497	Warehouse Person Commissary-Jamaica Temporary (V. Billeri)	Karl Holland	7/5/17

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

POSTED: 9:00 AM  
July 5, 2017





## **RE-ADVERTISED**

### **THE LONG ISLAND RAIL ROAD DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS BULLETIN NO. P&L – 2499**

TO ALL EMPLOYEES INCLUDED IN CONSOLIDATED SYSTEM SENORITY ROSTER 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, July 14, 2017**. Bids can be faxed to Ext. 3279 or sent via interoffice mail to MC: 3131.

**POSITION:** Assistant Warehouse Person (F. Perez) – Temporary  
RE-ADVERTISED (P&L – 2485 & 2489)  
**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.

**REQUIREMENT:** 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  
July 5, 2017

**THE LONG ISLAND RAIL ROAD**  
**DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS**  
**BULLETIN NO. P&L - 2501**

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, July 14, 2017**. Bids can be faxed to Ext. 3279 or sent via interoffice mail to MC: 3131.

**POSITION:** Warehouse Person - (K. Holland) – 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  
July 5, 2017

## **RE-ADVERTISED**

### **THE LONG ISLAND RAIL ROAD DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS BULLETIN NO. P&L – 2498**

#### **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, July 14, 2017**. Bids can be faxed to Ext. 3279 or sent via interoffice mail to MC: 3131.

**POSITION:** Stores Truck Driver – (J. Mathiesen) – Temporary  
**RE-ADVERTISED (P&L – 2484 & 2488)**

**LOCATION:** Hillside

**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  
July 5, 2017

## **RE-ADVERTISED**

### **THE LONG ISLAND RAIL ROAD DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS BULLETIN NO. P&L - 2500**

#### **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, July 14 2017**. 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 – 2486 & 2490)  
**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  
July 5, 2017

**THE LONG ISLAND RAIL ROAD**  
**DEPUTY CHIEF STORES OFFICER – STORES OPERATION & MATERIALS**  
**BULLETIN NO. P&L – 2502**

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, July 14, 2017**. Bids can be faxed to Ext. 3279 or sent via interoffice mail to MC: 3131.

**POSITION:** Warehouse Person - (M. Boyd-West) – Temporary  
**LOCATION:** Various  
**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  
July 5, 2017



**LONG ISLAND RAIL ROAD**  
**Bulletin 24-2017**

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, July 14, 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 July 5, 2017



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

**Bulletin Awards - Non-Ops**

**Bulletin ID:** TELBUL2-55    **Sequence:** 84

**Description:** TELEGRAPHERS BULLETIN 2-55

**Open:** 06/21/2017 00:01    **Close:** 06/30/2017 17:00    **Effective:** 07/05/2017 00:01    **Posted:** 06/21/2017 00:01

Asgn	Position	Perm or Temp	Terminal	Emp Num	Employee Name	Rank From
------	----------	--------------	----------	---------	---------------	-----------

WS21	TRAIN DIRECTOR	Temporary	WEST SIDE YARD		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.

07/04/20 15:30

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

**Bulletin ID:** TELBUL2-56

**Bulletin Seq:** 85

**Bulletin Description:** TELEGRAPHERS BULLETIN 2-56

Open: 07/05/2017 00:01

Close: 07/14/2017 17:00

Effective: 07/19/2017 00:01

Posted: 07/05/2017 00:01

Asgn	Position	Perm Or Temp	Terminal
MT2	BLOCK OPERATOR	Permanent	NASSAU TOWER
	Location NASSAU TOWER		
	Report Time 201PM		
	Rest Days MONDAY & TUESDAY		
	Rate Of Pay \$37.569 HOURLY*		
	*DIFFERENTIAL NOT INCLUDED IN ABOVE RATE OF PAY		
BJ1	TRAIN DIRECTOR	Permanent	BABYLON
	Location BABYLON TOWER		
	Report Time 6AM		
	Rest Days SUNDAY & MONDAY		
	Rate Of Pay *\$45.956 HOURLY		
	*DIFFERENTIAL NOT INCLUDED IN ABOVE RATE OF PAY		
TR13	TRAIN DIRECTOR	TEMP	VALLEY TOWER
	Location VALLEY TOWER		
	Report Time VARIOUS		
	Rest Days THURSDAY & FRIDAY		
	Rate Of Pay VARIOUS		
	SAT/SUN V1 6:01AM *\$46.640 HOURLY		
	MON/TUES V2 2:01PM *\$46.640 HOURLY		
	WEDS. V3 10:01PM *\$45.202 HOURLY		
	*DIFFERENTIAL NOT INCLUDED IN ABOVE RATES OF PAY		
WS21	TRAIN DIRECTOR	Temporary	WEST SIDE YARD
	Location WEST SIDE YARD		
	Report Time 3PM		
	Rest Days MONDAY & TUESDAY		
	Rate Of Pay *\$45.956 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.

**LONG ISLAND RAILROAD**

**MANAGEMENT-TRANSPORTATION CREW MANAGEMENT SERVICES**

**Bulletin Awards - Non-Ops**

**Bulletin ID:** USBUL1-52    **Sequence:** 15

**Description:** USHER BULLETIN 1/52

**Open:** 06/21/2017 00:01    **Close:** 06/30/2017 17:00    **Effective:** 07/05/2017 00:01    **Posted:** 06/20/2017 00:01

Asgn	Position	Perm or Temp	Terminal	Emp Num	Employee Name	Rank From
USX10	USHERS	Permanent	HUNTINGTON	26406	KEMP, K	2 JAUZ US JAM
JAU8	USHERS	Permanent	JAMAICA	51398	RHODES, S	15 UX0003 US 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.

Bulletin ID: USBUL1-53

Bulletin Seq: 15

Bulletin Description: USHER BULLETIN 1/53

Open: 07/05/2017 00:01

Close: 07/14/2017 17:00

Effective: 07/19/2017 00:01

Posted: 07/05/2017 00:01

Asgn	Position	Perm Or Temp	Terminal
JAU2	USHERS	TEMP	JAMAICA

Location JAMAICA

Report Time 615AM

Rest Days FRIDAY & SATURDAY

Rate Of Pay \*\$36.189 HOURLY

\*ALL APPLICABLE DIFFERENTIALS WILL APPLY IN ACCORDANCE WITH THE COLLECTIVE BARGANING AGREEMENTS.

MUST COMPLETE LIRR/TCU USHER TRAINING PROGRAM.

\* Ushers are expected to be courteous at all times.

\* In some instances, they must be able to work with minimal direction.

\* Must work well with the public

\* Applicants will be subject to a 2-part exam that has been developed by the General Stationmaster.

Part 1- Live announcements and actual use and understanding of computer systems.

Part 2- Written exam - Passing grade on exam is 75%

\* During the course of the 3 week training program, the applicant will complete a review of all station stops.

\* All applicants should have a full knowledge of station stops and corresponding branches upon starting the Ushers program.

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.

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

**Bulletin ID:** USBUL1-53

**Bulletin Seq:** 15

**Bulletin Description:** USHER BULLETIN 1/53

Open: 07/05/2017 00:01

Close: 07/14/2017 17:00

Effective: 07/19/2017 00:01

Posted: 07/05/2017 00:01

Asgn	Position	Perm Or Temp	Terminal
BKU2	USHERS	Temporary	ATLANTIC AVE

Location ATLANTIC AVENUE

Report Time 230PM

Rest Days TUESDAY/WEDNESDAY

Rate Of Pay \*\$36.189 HOURLY

\*ALL APPLICABLE DIFFERENTIALS WILL APPLY IN ACCORDANCE WITH THE COLLECTIVE BARGAINING AGREEMENTS.

MUST COMPLETE LIRR/TCU USHER TRAINING PROGRAM.

\* Ushers are expected to be courteous at all times.

\* In some instances, they must be able to work with minimal direction.

\* Must work well with the public

\* Applicants will be subject to a 2-part exam that has been developed by the General Stationmaster.

Part 1- Live announcements and actual use and understanding of computer systems.

Part 2- Written exam - Passing grade on exam is 75%

\* During the course of the 3 week training program, the applicant will complete a review of all station stops.

\* All applicants should have a full knowledge of station stops and corresponding branches upon starting the Ushers program.

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.

07/06/20 7:52

Bulletin ID: USBUL1-53

Bulletin Seq: 15

Bulletin Description: USHER BULLETIN 1/53

Open: 07/05/2017 00:01

Close: 07/14/2017 17:00

Effective: 07/19/2017 00:01

Posted: 07/05/2017 00:01

Asgn	Position	Perm Or Temp	Terminal
UX0004	USHERS	Temporary	LIRR-Extra List

Location VARIOUS

Report Time VARIOUS

Rest Days VARIOUS

Rate Of Pay \*\$36.058 BASE RATE

\*ALL APPLICABLE DIFFERENTIALS WILL APPLY IN ACCORDANCE WITH THE COLLECTIVE BARGAINING AGREEMENTS.

MUST COMPLETE LIRR/TCU USHER TRAINING PROGRAM.

\* Ushers are expected to be courteous at all times.

\* In some instances, they must be able to work with minimal direction.

\* Must work well with the public

\* Applicants will be subject to a 2-part exam that has been developed by the General Stationmaster.

Part 1- Live announcements and actual use and understanding of computer systems.

Part 2- Written exam - Passing grade on exam is 75%

\* During the course of the 3 week training program, the applicant will complete a review of all station stops.

\* All applicants should have a full knowledge of station stops and corresponding branches upon starting the Ushers program.

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.

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

**Bulletin ID:** CREW7-34    **Sequence:** 77  
**Description:** C/D BULLETIN 7-34

**Open:** 06/21/2017 00:01    **Close:** 06/30/2017 17:00    **Effective:** 07/05/2017 00:01    **Posted:** 06/21/2017 00:01

Asgn	Position	Perm or Temp	Terminal	Emp Num	Employee Name	Rank From
REL4	CREW DISPATCHER	Permanent	JAMAICA	Readvertis		
REL6	CREW DISPATCHER	Permanent	JAMAICA	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.

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

**Bulletin ID:** CREW7-35

**Bulletin Seq:** 77

**Bulletin Description:** C/D BULLETIN 7-35

Open: 07/05/2017 00:01

Close: 07/14/2017 17:00

Effective: 07/19/2017 00:01

Posted: 07/05/2017 00:01

Asgn	Position	Perm Or Temp	Terminal
RE1.4	CREW DISPATCHER	<b>PERMANENT</b>	JAMAICA
Location	TRANSPORTATION CREW MANAGEMENT, JAMAICA		
Report Time	1159PM		
Rest Days	MONDAY & TUESDAY		
Rate Of Pay	\$41.699 HOURLY*		
	WED/THUR (CD3D)		
	FRID/SAT (CD3A)		
	SUND (CD3X)		

APPLICANTS 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 OFFICE OF THE MANAGER-TRANSPORTATION CREW MANAGEMENT SERVICES.

\*DIFFERENTIAL NOT INCLUDED IN THE 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.



**Bulletin ID:** CREW7-35

**Bulletin Seq:** 77

**Bulletin Description:** C/D BULLETIN 7-35

Open: 07/05/2017 00:01

Close: 07/14/2017 17:00

Effective: 07/19/2017 00:01

Posted: 07/05/2017 00:01

Asgn	Position	Perm Or Temp	Terminal
REL6	CREW DISPATCHER	Permanent	JAMAICA

Location TRANSPORTATION CREW MANAGEMENT, JAMAICA

Report Time 359PM

Rest Days WEDNESDAY & THURSDAY

Rate Of Pay \$41.699 HOURLY\*

FRI & SAT. (CD2C)

SUNDAY (CD2A)

MON & TUE (CD2D)

APPLICANTS FOR THIS POSITION MUST HAVE COMPLETED THE CREW DISPATCHER TRAINING PROGRAM AS PER TCU CONTRACT. MUST HAVE THOROUGH KNOWLEDGE OF THE REGULATIONS GOVERNING THEIR 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.

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.

07/06/20 8:09





**STATIONS DEPARTMENT  
Notice No. 2017-14**

Date: June 20, 2017  
 To: All Stations Department Employees  
 From: James Compton, Chief Stations Department  
 Subject: **Holiday – Independence Day, Tuesday, July 4, 2017**

On Tuesday, July 4, 2017, the following positions **WILL** work:

**TICKET AGENTS**

A101 Hillside TVM	A303 Long Beach	A701 Mineola	A961 Broadway	SXA1 Westhampton
A102 Hillside TVM	A311 Bethpage TVM	A702 Bethpage TVM	A972 Ronkonkoma	SXA2 E. Hampton
A103 Penn TVM	A312 Bethpage TVM	A703 Hicksville	A984 Bethpage TVM	SXA3 Southampton
A106 Hillside TVM	A602 Huntington	A709 Ronkonkoma	A985 Huntington	SXA4 Montauk
A110 Penn	A608 Port Jeff	A806 Babylon	A986 Penn TVM	
A200 Woodside	A700 Bethpage TVM	A808 Patchogue	A988 Penn	

**TICKET CLERKS**

C101 Penn	C118 Penn	C145 Jamaica	C704 Hicksville (AM)	C916 Penn
C102 Penn	C126 Penn	C146 Jamaica	C709 Bethpage Cshr	C917 Penn
C106 Penn	C127 Penn	C149 Jamaica	C802 Freeport	C923 Jamaica
C107 Penn	C130 Atlantic	C151 Penn TVM	C814 Babylon (PM)	C924 Jamaica
C108 Penn	C132 Atlantic	C201 Woodside	C821 Hillside TVM	C943 Port Wash (PM)
C109 Penn	C134 Atlantic	C313 Long Beach	C822 Hillside TVM	C951 Hempstead
C110 Penn	C136 Atlantic	C331 Bethpage TVM	C823 Hillside Cashier	C953 Bethpage TVM
C113 Penn	C140 Jamaica	C333 Bethpage Cshr	C901 Penn	C970 Hicksville (PM)
C114 Penn	C142 Jamaica	C411 Port Wash (AM)	C905 Penn	C985 Babylon (AM)
C116 Penn	C143 Jamaica	C700 Bethpage TVM	C909 Penn	C993 Penn
C117 Penn	C144 Jamaica	C702 Bethpage TVM	C911 Penn	C985 Babylon (AM)

**STATION APPEARANCE MAINTAINERS**

ATL102 Atlantic	HC551 Port Wash		L304 Freeport	SWSY 900
ATL103 Atlantic	HC571	JAM104	L307 Babylon	SV01 KO Yd/Mntk
ATL105 Atlantic	Baby/Hicks/Nrthprt	JAM108	L309 Hicksville	V462 Babylon Yd
ATL106 Atlantic	HMC106	JAM112	L311 Huntington	V477 Long Beach
ATL107 Atlantic	HMC109	JAM113	L312 KO	V479 KO Yard (PM)
ATL108 Atlantic	HMC112	JAM118	L315 Bayside	V480 KO Yard (PM)
ATL109 Atlantic	HMC123	JAM119	RSC2 Atlantic	V484 Northport
ATL110 Atlantic	HMC124	JAM124	RSC3 Atlantic	V485 Northport
H552 Port Wash	HMC125	JAM130	SL01 Long Beach	V488 KO Yard (MTK)
H572	JAC1 Jamaica	JAM131	SL02 Woodside	V903 KO (AM)
Baby/Hicks/Nrthprt	JAM102	L302 Mineola	SWSY101	

**AMBASSASORS:** **WILL NOT** work  
**OFFICES CLOSED:** Commissary, General Offices, Lost & Found, Medical Facility  
**MESSENGER SERVICE:** **WILL NOT** operate.  
**SPECIAL SERVICE ATT:** **WILL NOT** work (NOTE: Summer jobs **WILL** work)  
**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.

\* \* \*

**Employees should protect themselves, their fellow employees and the public by immediately reporting anything suspicious to MTA Police at 800-836-6673 or by dialing "911."**





**Stations Department  
Notice # 2017-15**

**DATE:** June 21, 2017  
**TO:** All Stations Department Employees  
**FROM:** James Compton, Chief Stations Officer  
**SUBJECT:** **FARE REDUCTION**

Atlantic Ave, East New York, Nostrand Ave, Hunterspoint Ave, and Long Island City.

**Effective June 20, 2017**, the following stations were moved from Zone 1 to Zone 3 to create a fare reduction for customers who travel to these key transfer points.

- Atlantic Ave**
- Nostrand Ave**
- East New York**
- Hunterspoint Ave**
- Long Island City**

This is a temporary move to coincide with the summer Amtrak track work that is going to take place in Penn Station from July 10, 2017 to September 1, 2017. NYCT will be cross honoring during the AM rush hour at Atlantic Ave, Hunterspoint Ave and Jamaica.

When do these new zone tickets start going on sale and when are they valid:

**Monthlies** – currently on sale with new zone pricing and valid starting July 1, 2017.

**Weeklies** – will be available for sale on June 28, 2017 and will be valid beginning July 1, 2017.

**All other tickets, including eTix** – will be available for sale on July 1, 2017 and be valid immediately after purchase.

**These tickets will not be valid for travel to/from Penn Station.**

Customers are being offered a reduced fare to travel to these stations for the duration of the work to lessen the impact to our daily train operations. It is important to emphasize to our customers that they are NOT valid for travel to/from Penn Station at the time of purchase.

**Mail & Ride customers:** the announcement came after the monthly production cycle had closed, so customers who might have wanted to change to one of the transfer point options were unable to do so at this point. You must instruct the customers to drop off their unused ticket (in their payment return envelope) at

one of the Mail & Ride drop boxes in Penn, Jamaica or Atlantic. The customers can then purchase the discounted ticket at the ticket window, ticket vending machine or through eTix beginning on July 1, 2017.

### **FAQ's**

**1) What are the stations that have moved to Zone 3?**

Atlantic Terminal, Nostrand Ave, East New York, Hunterspoint Ave, and Long Island City.

**2) Is this a permanent change?**

No, these stations will all revert back to Zone 1 once the Amtrak track work has completed.

**3) Can a customer use one of these discounted Zone 3 tickets to Penn Station?**

No. This tariff change was instituted to divert customers to transfer points away from Penn Station and by them doing so they are given a discounted fare.

**4) Are these tickets refundable?**

Yes. Normal refund policies are still in place for these tickets.

**5) Can a customer still buy a City Ticket to these locations?**

No. These stations are no longer considered Zone 1 so they are not eligible for a City Ticket. However, instruct your customers to purchase one-way off-peak as the new pricing for these tickets is cheaper than a City Ticket.

**6) Can a customer buy a discounted Ten-Trip to these stations?**

No. These stations are no longer considered Zone 1 so they are not eligible for a Ten-Trip. However, instruct your customers to purchase one-way off-peak tickets as the new pricing for these tickets is cheaper than the previous ten-trip was.

If you have any questions, please speak to your Stations Department manager.

\* \* \*



Long Island Rail Road



**STATIONS DEPARTMENT  
NOTICE NO. 2017-16**

Date: June 29, 2017  
To: Ticket Agents and Ticket Clerks  
From: James Compton, Chief Stations Officer  
Subject: **Courtesy Ride Extended Until 10:00 AM, July 5, 2017**

As you are already aware, customers may use their monthly ticket for one courtesy ride on westbound trains arriving at their destinations before 10:00 am on the first business day of the new month.

Due to the Independence Day (July 4<sup>th</sup>) holiday, the courtesy ride will be extended until 10:00 am on July 5, 2017.

Any questions, please refer to any Stations Dept. Manager.

\*\*\*