Metro-North Railroad

CAREER OPPORTUNITIES

ASSISTANT CONDUCTOR

MTA Metro-North Railroad, an organization with a vital role in the economy of New York State and Connecticut, is a subsidiary agency of the Metropolitan Transportation Authority (MTA), the largest such authority in the United States. Metro-North is a dynamic organization with a strong focus on customer service, safety, new technologies, and service expansion. With a staff of approximately 5,500 people, Metro-North serves more than one million customers per week over 384 miles of rail that link historic Grand Central Terminal (GCT) in New York City and 120 stations in New York State and Connecticut. Metro-North rewards employee resourcefulness, encourages innovation and offers excellent job opportunities in a challenging and diverse environment.

JOB DUTIES

Assistant Conductors are train service employees who collect fares and ensure that customers have a safe and comfortable ride. Major duties include: 1) registering on time for duty; 2) making clear announcements and answering customers' questions in a helpful and friendly manner; 3) climbing onto and preparing trains for service; 4) computing fares, selling tickets, and making change; 5) preparing and submitting cash reports accurately and on time; 6) enforcing train safety rules and working safely; 7) operating doors at station stops and assisting customers on and off trains; 8) responding to medical emergencies, equipment breakdowns, and evacuating customers in emergencies; and, 9) assisting with yard switching duties and making up trains.

REQUIREMENTS

- Applicants must have a minimum of two (2) years experience in the areas of customer service and/or cash handling.
- You must be able to read and speak English fluently; and possess excellent communication skills.
- Ability to perform simple mental arithmetic quickly and accurately.
- Ability to climb onto a railroad car or station platform from ground level.
- Ability to stand and maintain balance on moving trains.
- Pushing and pulling ability required to operate switches.
- Color vision required to read and interpret signal indications.
- Talking and hearing ability required to communicate with passengers and train crew.
- Ability to read and understand operating and safety rules, exercise independent judgement; analyze problems; and be able to take corrective actions.
- Enjoy dealing with the general public.
- Must successfully complete the training program and probationary period. Failure to do so could result in termination.

SENIORITY

New employee will establish seniority in the Association of Commuter Rail Employees (ACRE), the union representing Assistant Conductors, in accordance with the union's current collective bargaining agreement.

ASSIGNMENTS

Assignments can be to any location on the company's lines, and the hours can be irregular. The job openings may be Extra List positions. Those on the Extra List are on call 24 hours per day, five days per week.

RATE OF PAY

The wage progression scale is as follows: 70>75>80>85>90>100%. The full rate of pay is $36.83/hour.

SELECTION CRITERIA

To be selected for a position, an applicant must: (1) meet the minimum requirements in the job posting, (2) pass a written examination (if applicable), (3) satisfy a background investigation (which includes credit, if applicable), and (4) pass an oral interview, during which the interviewers will further evaluate the applicant's qualifications for the position. Because the selection process is competitive, not all qualified applicants are granted an interview. Metro-North may also require the applicant to undergo a physical ability test, and, if the Company extends a conditional offer, may require him or her to undergo a medical examination, which may include toxicological testing.

For applicants who are current employees, you must be in active service and have worked in your present position for at least one year to be eligible to apply for a posted position. In addition, Metro-North employees are also subjected to an internal investigation, which includes an evaluation of their safety and discipline records, their performance assessments, and of their time and attendance records (including early quits and late starts) for the preceding 30 months. During the 30 month review period, the maximum number of occurrences allowed is 15, and the maximum number of patterns allowed is 8. (An "occurrence" is any absence or consecutive absences of four or more hours, and a "pattern" is an absence preceding or following rest days, holidays, vacation days, etc.) For employees with fewer than 30 months of service, the entire period of their employment is reviewed, and the maximum allowable number of incidents is pro-rated. Absences excused in accordance with Company Operating Procedures are not included for purposes of assessing whether attendance is satisfactory. If occurrences and/or patterns exceed the maximums allowed, the employee's attendance is deemed unsatisfactory, and he or she is disqualified from further consideration, even if he or she has not been previously warned about his/her attendance.

We offer a competitive salary and a comprehensive benefits package. If interested, please apply online at

www.mta.info

MTA Metro-North Railroad is an Equal Opportunity Employer