

Port Authority of New York & New Jersey
Temporary Passenger Information Agent (TPIA)
Candidate Information Bulletin

Thank you for your interest in the Port Authority of New York & New Jersey. As one of the premier public agencies in the nation, the Port Authority offers exciting career opportunities and competitive benefits to those job seekers who qualify to join our staff. The information below provides information about the Temporary Passenger Information Agent (TPIA) job as well as information about the selection process.

JOB INFORMATION

WHAT ARE THE MAJOR RESPONSIBILITIES OF THE JOB?

Temporary Passenger Information Agents play a highly visible front-line customer service role at PATH terminals and stations, answer customer questions and provide information about PATH service routes, station locations, and fares.

Temporary Passenger Information Agent (TPIA) positions require a 40-hour workweek. Employees are assigned (non-flexible) rotating shifts, which includes nights, weekends and holidays. TPIAs are also eligible to compete for internal promotional opportunities.

WHAT ARE THE MINIMUM REQUIREMENTS?

Candidates must meet all of the qualifications below:

- High School Diploma or GED
- At least one year of full time paid customer service work experience.
- Qualify on the Temporary Passenger Information Agent Written Test and Oral Test
- Qualify on a thorough background check
- Qualify on a pre-hire medical evaluation

Failure to meet any of the requirements above will disqualify candidates from consideration.

WHERE WOULD I BE WORKING?

TPIAs report to the Journal Square Transportation Center in Jersey City, NJ at the beginning and end of their shift. TPIAs are assigned to work at any of the 13 PATH stations or terminals during their shift.

HOW MUCH DOES THE JOB PAY?

\$17.87 per Hour (subject to collective bargaining agreement)

DOES THE POSITION OFFER BENEFITS?

No. This position does not offer any benefits until placed in a permanent position. However, TPIAs have an opportunity to be promoted to a position at which time they will be eligible for a comprehensive benefits package.

WHAT CAREER OPPORTUNITIES EXIST FROM THIS POSITION?

PATH employees are eligible to participate in internal promotional evaluations for positions for which they meet the requirements. Opportunities exist for Transportation Division job titles including, Conductor, Engineer, and Tower Operator as well as for maintenance job titles in the Power, Communications & Signals; Ways & Structures; and Car Equipment Divisions

SELECTION PROCESS

HOW DOES THE SELECTION PROCESS WORK?

The selection process for the Stationary/Watch Engineer job title consists of following components:

1. Written Examination
2. Oral Examination
3. Background Check and Medical Exam

Each component is described in further detail below:

Written Examination

Exam Delivery Format: Computer-Based

Number of Questions: 50

Question Format: Multiple-Choice

Time Limit: 2 Hours 15 Minutes

Exam Content: The Passenger Information Agent Written Examination is designed to assess candidates knowledge/ability in the following areas:

- Applying Information – The ability to understand information provided in maps, tables, and in writing to respond to specific customer questions
- Numeric Facility – The ability to add, subtract, multiply or divide quickly and correctly
- Written Communication – The ability to use correct English grammar, wording and punctuation to clearly and accurately communicate a specific situation in a report.

Exam Results: Candidates will receive test results at the test site immediately after completing the examination

Fee: \$25 non-refundable/non-transferable fee payable by MasterCard or Visa personal or pre-paid credit card is required

The testing fee will be waived for qualified candidates receiving one or more forms of public assistance listed below who provide the required documentation.

- **General Assistance** – Please provide a copy of your ID card and documentation on letterhead from the social service agency in your state, dated within the past month.
- **Public Assistance in the form of Temporary Assistance for Needy Families (TANF)/Family Assistance or Safety Net Assistance** – Please provide a copy of your ID card and documentation on letterhead from the social service agency in your state, dated within the past month.
- **Eligible for Medicaid, or receiving Supplemental Security Income (SSI)** - Please provide a copy of your latest annual awards letter and a copy of your ID card that shows your Medicaid number.
- **Certified Job Training Partnership Act/Workforce Investment Act/WorkFirst NJ Act eligible through a state or local social service agency** – Please provide a copy of your ID card and documentation on letterhead from the social service agency in your state, dated within the past month.

Candidates who meet the waiver criteria identified above must send an e-mail to waiverrequest@panynj.gov for further information. **The e-mail must identify your First Name, Last Name, Program Name, Eligibility ID as listed in your Employment Testing Notice e-mail and contact phone number.**

Test Location: Prometric, Inc. Test Centers throughout New York and New Jersey. You can choose your test time and location when you register /schedule for testing through Prometric.

Click on the topic of interest below to view Prometric's answers to Frequently Asked Questions:

Prometric FAQs

Frequently asked questions

- [Prometric Testing Center Regulations](#)
- [Schedule, reschedule, cancel and confirmation](#)
- [Special Accommodations](#)
- [Payment](#)
- [Test site experience](#)
- [After the test](#)

Required Identification: One form of official, government issued photo identification

The examination is of a multiple choice format and is administered on a computer. Candidates may complete a tutorial that describes the procedures for the computer-based administration prior to beginning the exam. The time limit for the exam is 2 hours and 15 minutes. Candidates should be prepared to be at the test site for up to 3 hours, factoring in check-in, test administration, and check-out.

Only candidates who qualify on the Written Examination will be eligible to proceed to the next step in the Selection Process, the Oral Examination (i.e., Interview). You will receive your results at the test site immediately after completing the test.

Oral Examination (i.e., Interview)

Candidates are typically scheduled for the Temporary Passenger Information Agent Oral Examination (i.e., Interview) within three months of qualifying on their Written Examination, depending on the hiring needs of the Agency.

Exam Delivery Format: Panel Interview

Number of Questions

Posed: 8 *

Competencies Assessed: The following skills/abilities are assessed through the Oral Examination: *

- Background, Experience & Education
- General Knowledge of the PATH System
- Problem Solving/Situational Judgment
- Interpersonal Skills
- Customer Service

* Number and nature of Oral Examination Questions is subject to change

Exam Results: Results for the Oral Examination are typically mailed to the address candidates provided when they applied to the position on the Port Authority website within approximately one month of the Oral Examination date.

Fee: None

Test Location: The oral test is normally held at the Journal Square Transportation Center at the address below. This location is easily accessible via public transportation through the Journal Square Transportation Center station. Free street-side park in the area is limited, there are numerous options for paid parking lots.

Journal Square Transportation Center
One PATH Plaza
Jersey City, New Jersey 07306

Required Identification: One form of official, government issued photo identification and Written Test qualification letter

Bring to the Test Location: Copy of your resume

Oral Examination Raters: Candidates performance on Temporary Passenger Information Agent Oral Examination is rated by trained, experienced interviewers with a background in the Transportation Operations and/or human resources field. Only candidates who qualify on the Oral Examination are eligible to proceed to the next step in the Selection Process, the Background Check and Medical Exam.

Background Check and Medical Exam

The Background and Medical Check typically come at the time of a conditional job offer and are conducted concurrently. For the Background Check, the information a candidate submitted on their employment application is verified by a background check company, including education, employment history, driver's license, and criminal history. For the Medical Check, candidates are evaluated by the Port Authority's Office of Medical Services physicians to ensure that they can meet the qualifications of the job (with or without accommodation).

Candidates who qualify on the written examination, oral examination, background check, and medical check are considered eligible to be considered for placement in the Temporary Passenger Information Agent job title based on the hiring needs of the Agency. **However, qualification on the selection process does not guarantee placement into a vacant position.**

Question and Answer

ARE THERE ANY STUDY MATERIALS FOR THE EVALUATION PROCESS?

No. We expect candidates to demonstrate their knowledge/experience through the evaluation process.

HOW LONG DOES THE SELECTION PROCESS TAKE?

The timing is highly influenced by the hiring needs of the Agency for this position as well as the speed at which candidates background check information can be obtained/verified.

IF I QUALIFY ON THE EVALUATION PROCESS, HOW LONG DOES MY QUALIFICATION LAST?

Your qualification will remain for 1 year from the date you qualified on the Oral Examination. This timeframe may be extended at the discretion of the Port Authority.

IF I QUALIFY ON THE EVALUATION PROCESS, IS IT ASSURED THAT I WILL GET HIRED?

No. Candidates who qualify on the written examination, oral examination, background check, and medical check are considered eligible to be considered for placement in the Temporary Passenger Information Agent job title based on the hiring needs of the Agency. *However, qualification on the selection process does not guarantee placement into a vacant position.*