



# PROMOTION EXAMINATION

Examination No. and Title	Salary Grade	Salary	Non-Refundable Processing Fee
37-765 Toll Plaza Manager 1	Equated to <b>G-14</b>	<b>\$40,466</b>	<b>\$15</b>
37-766 Toll Plaza Manager 2	Equated to <b>G-18</b>	<b>\$50,322</b>	<b>\$15</b>
37-767 Toll Plaza Manager 3	Equated to <b>G-19</b>	<b>\$53,032</b>	<b>\$20</b>

**Written Test To Be Held**  
**JANUARY 21, 2017\***

**Applications MUST Be Submitted or Postmarked By**  
**DECEMBER 7, 2016**

\*In order to maintain adequate staffing levels in the appropriate toll plazas, you may be assigned to take your test on either Saturday, January 21<sup>st</sup> or Sunday, January 22<sup>nd</sup>. Your admission notice will tell you where and when you are scheduled to appear. You cannot request a specific date in advance or change your date once it has been assigned.

**ONLINE APPLICATION PROCESS AVAILABLE** at <http://www.cs.ny.gov/exams>

**Promotion examination open to all qualified employees of the New York State Thruway Authority.**

**MINIMUM QUALIFICATIONS:** On or before January 21, 2017, you must be a qualified employee of the New York State Thruway Authority and have had **permanent** competitive or 55-b/55-c service as follows:

**For No. 37-765:** one month as a **permanent full-time** Toll Collector.

†If you are permanently appointed as a Toll Collector on or before December 21, 2016, and serve continuously in this title from that date, you are eligible to file for this examination. If you receive an initial qualifying appointment between December 8, 2016, and December 21, 2016, your application can be submitted by contacting the Department of Civil Service at (518) 473-6071. Late applications will not be accepted from candidates who receive a qualifying appointment prior to December 8, 2016.

**For No. 37-766:**

- Either **A.** three months as a Toll Plaza Manager 1;
- Or **B.** one year as a **permanent full-time** Toll Collector.

If you were **permanently** appointed as a Toll Plaza Manager 1 on or before October 21, 2016 and have served continuously in this title since that date, or as a Toll Collector on or before February 21, 2016, and have served continuously in this title since that date, you are eligible to file for this examination.

**For No. 37-767:**

- Either **A.** three months as a Toll Plaza Manager 1 or 2 or Senior Training Technician (Toll Operations);
- Or **B.** one year as a **permanent full-time** Toll Collector.

If you were **permanently** appointed as a Toll Plaza Manager 1 or 2 or Senior Training Technician (Toll Operations) on or before October 21, 2016, and have served continuously in one of these titles since that date, or as a Toll Collector on or before February 21, 2016, and have served continuously in this title since that date, you are eligible to file for this examination.

**QUALIFYING EXPERIENCE FOR APPOINTMENT FROM THE ELIGIBLE LIST:** After completion of the service described below, successful candidates will be qualified for appointment from the eligible list.

**For No. 37-675:** one year as a Toll Collector.

**For No. 37-766:** one year as a Toll Plaza Manager 1 or two years as a Toll Collector.

**For No. 37-767:** one year as a Toll Plaza Manager 1, Toll Plaza Manager 2, or Senior Training Technician (Toll Operations); or two years as a Toll Collector.

Eligibles who meet the "B" qualifications, and who are subsequently appointed to an "A" title, may request to have their name added to the "A" list, once they have completed the one year of service in the "A" title. The request should be submitted in writing to the NYS Department of Civil Service, Albany, NY 12239; Attention: Staffing Section 2.

**†ORDER OF CERTIFICATION:** The order of certification for the eligible lists resulting from Examinations No. 37-766 & No. 37-767 will be:

1. "A" eligibles
2. "All" eligibles

**License Requirement:** You must possess a valid license to operate a motor vehicle in New York State at the time of appointment and continuously thereafter.

**Important:** As the processing fee is non-refundable, verify that you entered the correct examination number and title on your online or paper application prior to submitting. If you apply online, you should immediately review your email confirmation notice to verify that you applied for the correct examination. If you do not receive a confirmation number after submitting your online application, your application was **NOT** received by the Department of Civil Service. **No late applications will be accepted after the filing deadline has passed.**

SUBJECT OF EXAMINATION: There will be a <b>written test</b> which you must pass in order to be considered for appointment. The <b>written test</b> is designed to test for knowledge, skills, and/or abilities in such areas as:	For Examination Nos.		
	37-765	37-766	37-767
1. <b>Public contact principles and practices</b> - These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice, and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.	X	X	X
2. <b>Preparing written material</b> - These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.	X	X	X

SUBJECT OF EXAMINATION (continued):	For Examination Nos.		
	37-765	37-766	37-767
3. <b>Understanding and interpreting written material</b> - These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.	X	X	X
4. <b>Interviewing</b> - These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.	X	X	X
5. <b>Work planning and scheduling</b> - These questions test for knowledge of the principles used in developing and implementing work plans and for the ability to arrange work assignments in a manner that will achieve work goals while staying within scheduling criteria. This may include setting up vacation or work schedules, taking into consideration such factors as seniority, work skills, duty hours and shift coverage.	X	X	X
6. <b>Supervision</b> - These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.	X		
7. <b>Administrative supervision</b> - These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and his/her subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.		X	X

If you pass, your seniority credit(s), if any, will be included in the computation of your final score. Rank on the eligible list will be determined after adding any wartime veterans' credits to your final passing score.

**CREDIT FOR SENIORITY:** Seniority is credited at the rate of one credit for each five-year period (or fraction thereof), excluding the first year of service.

**DUTIES: Toll Plaza Manager 1** – Under the supervision of a Toll Plaza Manager 2 or 3, performs first-line supervisory duties related to the 24 hour-a-day operation of a toll interchange or barrier; is responsible for counseling and training employees, scheduling staff to meet traffic needs in the most cost effective manner, reviewing employee performance, tracking traffic patterns, monitoring facility cleanliness, and ordering operating supplies. May assist a Toll Plaza Manager 2 or 3 with customer relations, reporting and ensuring resolution of building maintenance problems and machine repair, safety and security, and supervising change funds.

**Toll Plaza Manager 2** – Under the general direction of the Toll Division Manager, performs managerial and administrative duties related to the 24 hour-a-day operation of one or more small, less complex toll interchanges or barriers; is responsible for staffing, employee evaluations, the initial identification of labor relations issues and resolution of same if appropriate, internal and cost controls, budgeting, employee safety and health, reporting and ensuring resolution of building and equipment maintenance problems and customer relations.

**Toll Plaza Manager 3** – Under the general direction of the Toll Division Manager, performs managerial and administrative duties as shown above at one or more large, complex toll interchanges or barriers.

**Important:** The Department of Civil Service and other state agencies may communicate with you through email correspondence. This may include the notification of your examination results and canvassing you for interest in appointment. It will be important for you to keep your email address, phone number and mailing address current by logging into <https://www.cs.ny.gov/home/myaccount>.

**HOW TO APPLY:**

- Online our Internet address is <http://www.cs.ny.gov/exams>. Click on "Promotion Examinations." NOTE: If you apply online, the non-refundable application processing fee must be paid online via a credit card unless you qualify for a waiver; or
- Download the examination application NYS-APP form at <http://www.cs.ny.gov/announ/applications.cfm>; or
- Email [cs.sm.examinfo@cs.ny.gov](mailto:cs.sm.examinfo@cs.ny.gov) to request NYS-APP form; or
- Obtain NYS-APP form from a State agency or facility personnel/business office; or
- Request NYS-APP form by calling the Department of Civil Service in the Albany area at 518-457-2487 or toll free at 1-877-697-5627.

The NYS Department of Civil Service reserves the right to reject for lateness or to accept applications filed after the advertised filing period. All statements you make on your application are subject to investigation.

**ADDITIONAL INFORMATION**

**ELIGIBILITY FOR EXAMINATION:** To be considered a qualified employee eligible to compete in this examination, you must be employed in, or on leave from, the specified department or agency on a permanent or contingent permanent basis in the competitive class, or in the non-competitive class or labor class if specifically noted on this announcement (or be on an appropriate preferred list), and have the specified time in the specified title or salary grade. You may not compete in a test for a title if you are permanently employed in that title (unless you are still on probation) or in a higher direct line of promotion.

**ADMISSION TO EXAMINATION:** Notice to appear for the test may be conditional as review of applications may not be made until after the test. If you have not received your notice to appear for the written test three days before the date of the test, call 518-474-6470 in the Albany area or toll free at 1-877-697-5627.

**NEW YORK STATE IS AN EQUAL OPPORTUNITY EMPLOYER:** It is the policy of the state of New York to provide for and promote equal opportunity in employment, compensation, and other terms and conditions of employment without unlawful discrimination on the basis of age, race, color, religion, disability, national origin, gender, sexual orientation, marital status, domestic violence victim status, genetic predisposition or carrier status, or arrest and/or criminal conviction record unless based upon a bona fide occupational qualification or other exception.

**RELIGIOUS ACCOMMODATION:** Most written tests are held on Saturdays. If you cannot take the test on the announced test date, due to a conflict with a religious observance or practice, check the box under "Religious Accommodation." We will make arrangements for you to take the test on a different date (usually the following day).

**REASONABLE ACCOMMODATIONS IN TESTING:** It is the policy of the Department of Civil Service, in accordance with the New York State Human Rights Law and the Americans with Disabilities Act, to provide qualified persons with disabilities equal employment opportunity and equal opportunity to participate in and receive the benefits, services, programs, and activities of the Department. It is the policy of the Department to provide such persons reasonable accommodations and reasonable modifications as are necessary to provide equal opportunity. Persons with disabilities who require an accommodation to participate in an examination must note this on their application. Further information is available from the Test Administration Unit of the Department of Civil Service. In the Albany area, call 518-457-2487. Outside of the Albany area, call toll free at 1-877-697-5627. For TDD services, call NY Relay at 711 (requires a fee) or 1-800-662-1220.

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY:** If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date to make arrangements for taking all tests at one test site. All tests will be held at the state examination center. For your convenience, contact information for all local civil service agencies is available on our website at: <http://www.cs.ny.gov/jobseeker/local.cfm>.

**CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE:** Do NOT bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site. The use of such devices at the test site in the test room, hallways, restrooms, building, grounds, or other areas could result in your disqualification.