



METROWEST REGIONAL TRANSIT AUTHORITY
Public Transportation System

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Job Description

Date: 2022

Position Title: Transportation Coordinator

Name of Employer: MetroWest Regional Transit Authority

Main Functions: Call Center Reservations

Working in the call center, the reservationist will be part of a team environment, consisting of reservationists and the call center manager. The reservationist's main function is to assist elderly and disabled customers of the MWRTA demand response service to book trip requests, provide account balance information, coordinate with scheduling and dispatch, and maintain necessary records of daily workload.

Reports to: Call Center Manager

Responsibilities include, but not limited to:

- Answer telephone and assist customers with service-related questions
- Book trip requests
- Coordinate with dispatch
- Work as a team member to solve customer issues
- Record all necessary data pertinent to daily workload
- Acquire and apply knowledge of all transportation services offered through the Authority
- Perform any other duties related to the position of reservationist, as directed by the Call Center Manager

Working Conditions:

- Full and Part Time positions available
- Pay Rate \$18.00 to start (considerable opportunity for growth)
- Good benefits
- Paid holidays

Employment Requirements:

- Excellent customer service and communication skills a must
- Punctual and reliable
- Attention to detail
- Must possess organizational and time management skills
- Computer skills
- Weekend and holiday availability
- Transportation knowledge a plus, but will train
- Bilingual not required, but helpful

Submit resumes (labeled Transportation Coordinator) to HR@mwrta.com