METROWEST REGIONAL TRANSIT AUTHORITY
Public Transportation System
15 Blandin Avenue
Framingham, MA 01702
Ph. (508) 935 2222 ▪ Fax (508) 935 2225 ▪ www.mwrta.com

Date: Winter 2022 **Start Date:** February 2022

Name of Employer: MetroWest Regional Transit Authority (MWRTA)

Position: Manager of Travel Training & Community Relations

Department: Administration
(Please email resume to HR@mwrta.com)

Pay Rate: Starting Pay $50,000 annually - commensurate with experience

Reports to: Deputy Administrator

Main Functions:

The MWRTA Manager of Travel Training & Community Relations will serve as the face of the organization and work with MWRTA member communities to provide outreach and travel training as needed.

The Manager is responsible for the Transitions Outreach Program (TOP), participating and hosting outreach events, and building upon established relationships with member communities with special emphasis on Councils on Aging in the RTA's service area. The Manager will also be responsible for learning, understanding and following ADA guidelines in public transit. This includes having a working knowledge of MWRTA fixed routes, demand response services, call center operations, and generally working at being proficient in all aspects of the MWRTA transit systems. The Manager's main office will be located at the Blandin Hub, however, meetings outside the office in member communities in the MetroWest area will a part of the job duties and should be expected from time to time.

The Manager will be directly responsible for educating and engaging individuals in member communities about using the MWRTA fixed route bus system. The Manager must have a positive attitude and demeanor, must have strong computer skills, especially in Microsoft Word, Excel, and PowerPoint. The individual must also have excellent customer service skills and be able to understand the needs of others. They should also be capable of working with all ages and backgrounds of the general public and those who may be physically, visually, hearing, or cognitively challenged.

Skills and Qualifications:

- Excellent communication, writing, and time management skills
- Able to think creatively
- Able to work independently and have a flexible schedule (may occasionally include some evenings and/or weekends)
- Manage various projects simultaneously, and meet deadlines in a fast paced and ever-changing environment

METROWEST REGIONAL TRANSIT AUTHORITY
Public Transportation System
15 Blandin Avenue
Framingham, MA 01702
Ph. (508) 935 2222 ▪ Fax (508) 935 2225 ▪ www.mwrta.com

- Able to establish and maintain rapport and relationships with member communities, agencies, schools, and organizations within those communities

Duties include, *but not limited to:*

- Learning all aspects of MWRTA transit systems and policies
- Directly responsible for all Travel Training and Outreach events as well as other assigned projects, such as assisting with writing applicable grants, marketing, and coordinating training schedules of lessee drivers, etc.
- Prepare and maintain records of assessment, driver training, daily instruction, and summary reports
- Organize and track all promotional/inventory items
- Anticipate needs of member communities
- Attend Travel Training conferences, workshops, trainings, webinars, etc. to stay informed in the developments in the field of outreach and travel training, and use this information to help the MWRTA operate with initiative and innovation
- Communicate well with staff and managers across the agency
- Attend weekly meetings as needed
- Represent the MWRTA in public and professional settings and bring awareness to available services
- Work cohesively with marketing department to update travel training and outreach materials
- Work closely with the fixed route transit planning team regarding upcoming route modifications
- Other duties outside of travel training and outreach as assigned by the MWRTA Deputy Administrator

Working Conditions:

- Monday – Friday
- Full time (40 hours) flexible
- Weekend flexibility for outreach and training events

Employment Preferences:

- A passionate and disciplined self-starter, with an ability to organize and manage projects simultaneously
- Detail-oriented with an ability to oversee projects from beginning to execution

Preferred Experience:

- Bachelor's degree or at least one year of customer facing service
- Background in transportation related industry a plus