



METROWEST REGIONAL TRANSIT AUTHORITY
Public Transportation System

MetroWest Call Center

15 Blandin Ave, Framingham, MA 01702

Ph. (508) 820 4650 ▪ Fax (508) 935 2940 ▪ www.mwrta.com

Job Description

Date: March 2024 – Immediate Start

Position Title: Transit Reservationist (Mid-shift)

Name of Employer: MetroWest Regional Transit Authority (Public Transportation Agency)

Main Functions:

Working in the call center, the reservationist will be part of a diverse team environment, consisting of reservationists and schedulers. The reservationist's main functions are to assist all customers of the MWRTA's demand response services in booking trip requests, providing account balance information, coordinating with scheduling and dispatch, and maintaining necessary records of daily workload.

Reports to: Call Center Manager

Duties include, but not limited to:

- Acquire and apply knowledge of all transportation services offered through the Authority
- Answer telephone, assist customers, and coordinate with dispatch
- Record all necessary data pertinent to daily workload
- Perform additional duties as directed by the call center manager

Working Conditions:

- 40 hours per week.
- Mid-shift is from 1:45 P.M. - 10:15 P.M. Monday-Friday, with a 30 minute unpaid meal break
- Starting rate of pay \$20.00 per hour

Position Benefits:

- Municipal retirement system participation
- Paid holidays, sick time and vacation
- Health/ Dental insurance premium cost share
- Paid long term disability insurance premium
- Paid life insurance premium

Employment Requirements:

- Professional and courteous phone etiquette
- Punctual and reliable
- Computer skills/knowledge

Candidates must be able to pass a CORI, and pre-hire drug and alcohol test. MWRTA is a drug free workplace and all MWRTA employees are subject to random drug and alcohol tests throughout their employment with the agency.

The MWRTA values diversity, inclusion, and equity. We encourage applications from all qualified candidates regardless of race, age, sex (including sexual orientation, gender identity, and pregnancy), national or ethnic origin, religion, disability, or veteran status. People of color are strongly encouraged to apply.

Submit resumes (labeled Transit Reservationist) to HR@mwrta.com