



METROWEST REGIONAL TRANSIT AUTHORITY
Public Transportation System

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COME JOIN OUR TEAM!!!!

Job Description - MW Call Center Reservationist

Name of Employer: MetroWest Regional Transit Authority

Main Functions: Transportation Reservations / Customer Care

Date: August 2024 – Immediate Start

Working in the call center, the reservationist will be part of a diverse team environment, consisting of reservationists, schedulers, 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
- Help to resolve 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
- Week day, Weekend, & Holiday shifts
- Pay Rate \$20.00 to start (negotiable with previous transit call center experience)
- Considerable opportunity for growth
- Great benefits
- Multiple 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
- Transportation knowledge a plus, but will train the right individual
- Bilingual a plus, but not required

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 Call Center Reservationist) to HR@mwrta.com