



Shuttle Operations Assistant

Job Opening

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128 Business Council – Waltham, MA

Full-time, 40 hours/week, field and office

About 128 Business Council:

As advocates for green communities and better transportation solutions, 128 Business Council (128BC) plans and executes shuttle services throughout the Route 128 West Corridor and beyond, providing over 200,000 rides annually that connect major employers and residential communities to public transit hubs. We offer additional services such as consulting & research; mapmaking & design; and educational outreach.

More can be found at <https://128bc.org/>.

Position summary:

The Shuttle Operations Assistant will be the front-line field supervision for 128BC's shuttle network, as well as assist with in-office administrative tasks related to shuttle operations and general administration. The Assistant will serve as 128BC's eyes and ears in the field for shuttle operations and provide backup and administrative support to the Shuttle Services Manager and Shuttle Services Technology Program Manager. Duties shall be split between the field and in-office.

The Shuttle Operations Assistant will split their duties between the 128 Business Council office in Waltham, in the field at shuttle locations and member companies which currently encompass Waltham, Lexington, Bedford, Newton, Needham, and Cambridge, and at the primary shuttle vendor location in Woburn.

Field Duties: The Shuttle Operations Assistant shall be the front-line field supervision for 128BC's shuttle network. Duties will include monitoring shuttle vendor operations and assisting shuttle customers, and include the following:

- In-field supervision and guidance of vendor shuttle drivers
- Monitoring of route, stop and schedule adherence
- Conducting ride checks to monitor driver performance
- Ensuring driver compliance with operations procedures (fare collection, ADA compliance, passenger relations, ridership tracking, etc.)
- Responding to incidents, construction detours, and other unusual circumstances which impact shuttle operations

- Assisting shuttle passengers at major boarding stops, especially at times of service changes or stop location changes
- Updating and maintaining 128BC-installed signage at stop locations
- Monitoring private and public construction projects for changes which may impact shuttle operations, and recommend changes as needed
- Assisting with delivery of 128BC materials (shuttle IDs cards, schedules, etc.) to member company locations

Office Duties: The Shuttle Operations Assistant will also assist with the following in-office tasks at the 128BC's Business Office, and include the following:

- Monitor shuttle vendor's uploaded driver sheets and rider responsibility forms
- Contact riders from rider responsibility forms as needed
- Assist Shuttle Service staff with ridership data entry
- Assist with responses to customer inquiries and complaints
- Provide back-up support for Shuttle Services staff with fare collection and day-to-day management of the Tripshot mobile app dispatching and GPS system
- General administrative support to the 128BC Business Office

Other duties as assigned.

Requirements:

- High school diploma/GED required
- Experience in customer service
- Proficiency in Microsoft Office systems
- Valid Driver's License, must have access to a vehicle for regular local travel
- Interest in transportation and sustainability helpful, as well as desire to learn about transit systems, mobile applications and fare payments
- Must be able to keep standard daytime work hours, but have flexibility to work periodic early mornings and evenings

Wage and benefits:

- \$15/hour
- Company health and dental insurance
- 12 paid holidays
- Paid vacation and sick time
- Travel reimbursement
- Cell phone reimbursement
- Professional development opportunities

Directions:

Please submit application to lstiglich@128bc.org with "Shuttle Operations Assistant" in the email subject. Applications will be reviewed as they are received. Applicants will only be contacted if their candidacy is pursued. No phone calls, please.