



Shuttle Operations Coordinator

Job Opening

Published March 20, 2019

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:

128 Business Council currently operates 11 shuttle routes with 20 vehicles and is planning to add more service in 2019 and beyond. In order to accomplish this, the operations team needs to be expanded. Currently, a small group of talented, dedicated professionals run the operation and need to add an organized, independent self-starter to its team. This is an excellent opportunity for someone not just looking for a “job,” but rather a first step on a path to a career in transportation management. An efficient, eager-to-learn, energized person would be the perfect fit to join this team.

The Shuttle Operations Coordinator’s duties shall be split between the field and the office. Field duties will provide front-line supervision of 128BC’s shuttle network. Office duties will provide coordination of operational tasks and support for the Shuttle Services Manager and Shuttle Services Technology Program Manager.

128 Business Council’s office is located in Waltham. Field locations will include shuttle stops currently located at MBTA stations and member companies in Waltham, Lexington, Bedford, Newton, Needham, and Cambridge. Some field time will also be spent at the primary shuttle vendor location in Woburn. (A generous travel allowance is provided for field work).

Field Duties:

- Monitoring shuttle vendor operations
 - 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
- Contract compliance
- Assisting customers
 - 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:

- Provide support and coordinate with operations team to put systems into place for and manage the following:
 - Monitoring shuttle vendor's uploaded driver sheets and rider responsibility forms
 - Following up with riders from rider responsibility program
 - Ridership data entry
 - Customer inquiries and complaints
 - Fare collection schedule and procedure
 - Day-to-day management of the Tripshot mobile app dispatching and GPS system
 - Schedule/route development

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
- Must be proficient in spoken and written English

Wage and benefits:

- \$20+/hour, commensurate with experience
- 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 Coordinator" 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.

Equal Employment Opportunity Policy

The 128 West Transportation Council, Inc. (dba 128 Business Council) provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.