

## **TRANSPORTATION AGENT**

### **SUMMARY:**

Under the Guidance of the Transportation Coordinator, this variable hour position will help the MCCA provide excellent customer service to our clients and visitors. Duties include the following: Provides accurate information/directions to customers; Directs, regulates, and prioritizes the movement of vehicular traffic (including Private Vehicles, Taxicabs, Bus Service, Livery Service, and Emergency Vehicles) entering and exiting the facility; Assists the Public Safety team in the event of an emergency.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

The Authority's Transportation Manager & Transportation Coordinator may designate various other activities. The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time for any reason, including reasonable accommodation.

### **Transportation:**

- Directs, regulates and prioritizes the movement of vehicular traffic around the facility, including the Ring Road, parking areas, ramps and loading docks.
- Vehicles include private vehicles, taxicabs, bus service, livery service, and emergency vehicles.
- Directs, regulates, and prioritizes the movement of vehicular traffic accessing the facility from Summer Street.
- Facilitates and aids in monitoring the demand for taxicabs; contacts the Transportation Supervisor with number of taxicabs as needed.
- Allocates parking as required for service and delivery vehicles.
- Maintains access to driveways and dock areas for fire and safety vehicles; challenges unauthorized vehicles, and facilitates the timely removal of vehicles as appropriate.
- Directs visitors and unauthorized vehicles to alternate entrances and/or parking areas as appropriate.
- Aids in data collection activities as needed, including passenger counts for shuttle buses and taxicabs.

### **Customer Service:**

- Greets and assists visitors and clients entering the facility.
- Provides instructions to or personally escorts clients to their destination within the facility.
- Responds to questions and requests from visitors, other MCCA departments, clients and subcontractors, and provides appropriate information/directions in a patient, efficient and courteous manner.
- Answers a variety of questions regarding the current event in the facility.

### **Safety:**

- Assists the Public Safety department to ensure a safe and secure environment during events
- Notifies security dispatcher of suspicious persons or activities.
- Ensures that the facility rules and safety standards are followed.
- Responds to emergency situations according to MCCA procedures, emergency evacuation plans, and acts as a member of the emergency response team, as directed.
- In accordance with the MCCA's policy turns in found items to control room, completes appropriate documentation, and assists clients and employees in reporting and locating lost items

**WORK SCHEDULE:** The variable hours for this position fluctuates based upon the needs of a particular event or project, which would require the ability to work a flexible schedule including late nights, early mornings, long days, weekends and holidays.

**MINIMUM QUALIFICATIONS:**

High school diploma or equivalent, and some work experience which shall have involved assisting the public and monitoring traffic flow, transportation operation, or a combination of training and experience which provides the required knowledge, skills, and abilities. Must have the ability to handle stressful situations with passengers, taxi operators, limousine operators, and shuttle drivers. Must be capable of standing for long periods of time. Ability to work in an outside environment, which will include working in inclement weather.

To apply please click here:

[https://workforcenow.adp.com/jobs/apply/posting.html?client=massconven&jobId=136051&lang=en\\_US&source=CC740406](https://workforcenow.adp.com/jobs/apply/posting.html?client=massconven&jobId=136051&lang=en_US&source=CC740406)