

## **TRANSPORTATION AGENT**

### **SUMMARY:**

Under the Guidance of the Transportation Manager, 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 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.

#### **Public 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

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION / EXPERIENCE:**

- Candidate must possess a High school diploma or equivalent.
- 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.
- Candidate must possess a valid driver's license and have the ability to drive vehicles up to 14 passengers. Driving responsibilities may include but are not limited to: shuttling attendees from parking lots to the BCEC, commuter shuttles from train stations to businesses in the South Boston Waterfront, charter services for events

**SPECIAL CONDITIONS OF EMPLOYMENT:** Candidates who have received an offer of employment must satisfactorily pass a pre-employment screening, criminal records review, background and reference check.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK SCHEDULE:** This is a variable hour position. The schedule 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, must commit to working a minimum of 20 hours per month.

**DRESS CODE:** In order to project a professional image, and the level of dignity and decorum that is required when serving the public, appropriate dress and good grooming are expected of all employees.

To apply online please visit: <https://home.eease.adp.com/recruit/?id=6437171>