



## ***Paratransit Brokerage Services, Transit Management, Inc.***

***60 Foster Street, Worcester, MA 01608***

***Telephone 508.752.9283 Fax -508.797.5540***

**[www.wrtaparatransit.com](http://www.wrtaparatransit.com)**

**Call taker/Customer Service Rep.** – Answer telephone calls and assist customers with service related questions for elderly and disabled riders as well as fixed route operations. Book trip requests and process cancellations via scheduling software. Requires some data entry. Register new riders in computerized software. Communicate with Dispatch and other vendors. Fill in at Customer Service window when needed. Customer service window responsibilities include, answering questions, providing schedules, assisting disabled riders if needed, and processing of payments for fares if re-instated. Hourly rate is \$18.00. Work schedule is Monday – Friday from 8:00 am to 4:30 pm.

Interested candidates may apply online at [applicant@therta.com](mailto:applicant@therta.com)

