TRITOWN CONNECTOR is currently seeking applicants for the following positions:

MICROTRANSIT OPERATIONS MANAGER

This position plays a vital role in the Town of Great Barrington’s TriTown Connector microtransit program. The operations manager is responsible for a staff of roughly 18-20 microtransit team members as well as the Assistant Operations Manager. Primary duties include dispatching (radio, vehicle assignments, taking calls, scheduling rides), troubleshooting driver issues, creating the weekly team member schedule to ensure sufficient coverage, working with the Reporting Coordinator to ensure compliance, and day-to-day management of the microtransit program and staff. May serve as a driver or scheduler when needed.

Requirements: Clean driving record, drug & alcohol testing. At least 2-3 years of managerial experience required, preferably in a customer service or transit/logistics setting. Previous experience in transit operations preferred. Previous professional driving experience also preferred, but not required.

This is a 40 hour per week position with a pension plan and excellent benefits. General schedule will be: Wednesday - Friday, 12:00PM - 8:30PM; Saturday - Sunday 8:30AM - 5:00PM (approximately).

Salary range: $47,000-$52,000, depending on experience.

MICROTRANSIT TEAM MEMBER

Join our growing microtransit program. Team members perform a variety of duties, including operating vehicles, providing service to seniors and the general public, managing radio communications, real-time vehicle tracking, handling call-in ride requests, providing general troubleshooting support and assistance to drivers and addressing passenger concerns. May serve as a driver, scheduler or dispatcher interchangeably. We are hiring for all shifts, including early morning, midday, afternoons, evenings and weekends.

Requirements: Clean driving record, Drug & alcohol testing. At least 2 years of customer service experience required. Previous experience in transit/operations preferred. Previous professional driving experience also preferred.

Starting rate: $20.00 - $23.00/hour, depending on experience — up to 19 hours per week. Additional $2.00/hour differential for all hours worked outside of Monday - Friday 8:00AM - 5:00PM.

ON DEMAND VAN DRIVER

The on-demand drivers will provide transit service for seniors and the general public. This position is up to 19-hours per week, with flexible schedules, and a pay rate of $20.00 per hour. Additional $2.00/hour differential for all hours worked outside of Monday - Friday 8:00AM - 5:00PM.

On-demand van drivers have the ability to pick up open shifts through our scheduling app, as well as when van drivers call out (similar to a substitute teacher role). Shifts must be picked up at least once every 3 months to remain active. No CDL necessary. Paid training. Drug test and physical required.

Apply today! Email a town employment application, cover letter and resume to: tcoleman@townofgb.org

The Town of Great Barrington is an Equal Opportunity Employer.