

Position Description

(For electronic versions of this document, please use the tab key to move from field to field)

Position Title:	Demand Response Agent	FLSA Classification:	Non-Exempt
Department / Location:	Demand Response/ Fall River	Job Code:	
Completed By:	Management	Date:	September 15, 2025

Title of this Position's Supervisor:	Operations Manager Fall River
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Job Title(s) of Employees that Directly Report to this Position:	N/A
Total Number of Employees (direct or through subordinates) Supervised by this Position:	N/A

Job Purpose or Scope:	Perform all duties required in a Demand Response Dispatch office. Ensure accurate pick-up and drop-off times through telephone interaction with customers. Schedule trips in Novus software while ensuring the most effective utilization of SRTA vehicles. This is not a safety-sensitive position. This position is subject to the Drug Free Workplace Policy.
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Major Responsibilities: <i>List in order of importance</i>	1)	Utilize NOVUS scheduling software with differing service requirements (ie. Medical, personal, etc.) and ensure application of the appropriate fare structure.
	2)	Continually review schedules throughout the day using scheduling software, driver manifests and GoogleMaps to optimize schedules.
	3)	Track, compile and analyze times of high utilization and notify management of any necessary additional service to accommodate mandated ADA trips.
	4)	Ensure service compliance with local, state and federal rules and regulations including the Americans with Disabilities Act.
	5)	Comply with SRTA/SCTM policies and procedures for service (i.e. Reservation requirements, No Show, late cancellation, subscriptions, etc.)
	6)	Maintain and assure the highest levels of customer satisfaction when assisting clients with rides and information.
	7)	On a daily/weekly/monthly basis, accurately input and export data from manifests as well as Demand Response ticket sales.
	8)	Update and ensure accuracy of customer and destination information.
	9)	Communicate with Dispatch regularly to ensure quality customer service for passengers.
	10)	Prioritize tasks and manage time effectively.
	11)	General office duties and other duties as assigned.

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Describe level of decision making and list examples of common decisions made:	• High level of decision making • Scheduling trips in real time while communicating to customers. • Avoiding violations while building workload for Demand Response manifests. • Following ADA regulations.
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Minimum Education & Certifications Required:	High school diploma or equivalent
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Experience & Skills Required:	• A minimum requirement of three years customer service experience. • An excellent knowledge of Bristol County geography • Ability to string multiple trips into a cohesive block of work. • Ability to interact multiple blocks of work. • Ability to make decisions independently and set priorities. • Ability to use diplomacy and tact in dealing with the customers and coworkers. • Excellent written, verbal and interpersonal communication skills. • Must be fluent in English. Conversational Portuguese and Spanish a plus. • Demonstrate regular and consistent attendance and punctuality.
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Physical Requirements & Working Conditions (include amount of travel):	• Use of full ranges of hearing, speech, and vision. • Use of finger (manual dexterity) handling paperwork and typing. • Long periods of sitting. • Must have the ability to climb, stand, walk, stoop, kneel, crouch or crawl when required. • Area may be warm in summer and cold in winter.
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List any additional measures applicable to this position (Revenue, Headcount, # of buses; Budgets \$ etc.):	
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Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This job description reflects management's assignment of essential functions, it does not prescribe or restrict the tasks that may be assigned.

I have been issued a copy of the employee description and job duties and I have read and understand them. I further understand that any violation of these duties may result in disciplinary action as outlined in the general work rules.

Name: _____ **Date:** _____

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work performed. These are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so qualified.

Updated September 2025