


**If you are people oriented, eager to assist others, and thrive on learning new things, get on board the BRTA! Join us in our journey forward!**

WHAT WILL YOU BE DOING?

- Actively seeking out customers to assess their needs and provide fast friendly service
- Building relationships with customers through enthusiastic and effective communication
- Navigate multiple software applications and technologies simultaneously
- Use conflict management skills and maintain professional composure
- Interpret best practices and company policies and apply them as needed
- Be part of the team that creates a Better 

WHAT WILL YOU BRING?

- Compassion, dedication, and enthusiasm for our customers and coworkers
- Complaint resolution with a focus on respect and empathy while solving for our customers' needs
- Customer focused instincts with the ability to prioritize and escalate issues through resolution
- Balance technology with customer interactions to bring a successful consumer experience
- Ability to work independently and effectively
- Strong problem-solving skills and ability to think analytically
- Excellent communication and relationship building skills
- Ability to handle confidential information
- Ability to receive and relay messages clearly and accurately both verbal and written

WHAT DOES BERKSHIRE REGIONAL TRANSIT AUTHORITY OFFER?

- Opportunity to do meaningful work and serve the community
- Small office environment providing access to all leadership levels
- Capability to expand skills and community outreach ideas
- Generous medical, dental, and retirement plans
- Extensive holiday, and paid time off schedule

For immediate consideration, please submit:

- A cover letter
- Current resume
- 3 references

To: Berkshire Regional Transit Authority      or      [info@berkshirerta.com](mailto:info@berkshirerta.com)  
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Attn: Personnel

