Position Description

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<th>Position Number: 15</th>
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<tr>
<td>Position Name: Transportation Network/Rideshare Compliance</td>
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<td>Location: South Station</td>
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<td>Duration: June 6 – August 19, 2022</td>
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THIS POSITION IS UNPAID

Brief Description of Internship Position:

The Transportation Network Company (TNC) Division of the Department of Public Utilities (DPU) is responsible for oversight of rideshare companies, e.g., Uber, Lyft, Via. The TNC Division conducts background checks on rideshare drivers, processes appeals from rideshare drivers and rideshare companies, audits rideshare companies, and ensures compliance with Massachusetts rules and regulations regarding rideshare services. In addition to oversight of rideshare companies, the DPU is responsible for oversight of investor-owned electric power, natural gas, and water utilities in the Commonwealth; developing alternatives to traditional regulation; monitoring service quality; regulating safety in the transportation and gas pipeline areas; and for the siting of energy facilities.

The TNC Division receives and processes rideshare driver background checks and manages appeal cases. The Division processes are supported through a custom-built software application and API connections. The intern will be working with the Appeals Team on the development and implementation of the new appeals management system. As new features and improvements to the system are deployed, this role will take part in the User Acceptance Testing (UAT) as well as the Quality Assurance and Quality Control (QA QC) process. In addition, this role will take part in processing appeals and have the opportunity to assist in appeal hearings.

Description of Duties and Responsibilities:

- Participate in appeals team meetings and discussions
- Participate in UAT and provide feedback and recommendations
- Follow test cases to perform testing in production and report any bugs or issues found
- Assist with appeal processing including a variety of information request, such as court dockets and police reports
- Assist with appeal hearings and the preparation for an appeal hearing
- Handling sensitive and confidential information such as Criminal Offender Record Information (CORI), Sex Offender Registry Information (SORI), Warrants, driving records, police reports, rider feedback, letters of support, and any other relevant information.
Preferred Knowledge and Skills:

(a) Ability to work independently.
(b) Ability to follow written and oral instructions.
(c) Ability to communicate effectively in oral expression.
(d) Ability to exercise discretion in handling confidential information.
(e) Ability to analyze and determine the applicability of data, to draw conclusions and make appropriate recommendations.
(f) Ability to accurately record information provided orally.
(g) Strong research and writing experience
(h) Strong in attention to detail
(i) Strong organizational and multi-tasking skills.
(j) Ability to establish and maintain harmonious working relationships with others

Hours per week:
15 hours (two days in office)

Other relevant information:

This role will be reviewing and handling sensitive criminal justice information (CJI), the Massachusetts Department of Criminal Justice Information Systems (DCJIS) requires (1) pass a background check, (2) complete a short online Security Awareness course, and (3) pass a certification exam for network access.

This is an in-person position, no remote work option.