



Tri-CAP's Transit Connection provides safe, dependable, affordable and courteous transportation services for the general public in rural Benton, Morrison, Sherburne, and Stearns Counties.

Part-time Rides Clerk Wanted

We are looking for a compassionate, enthusiastic, and motivated person to provide professional, courteous customer service for our Volunteer Driver program.

Primary responsibilities of this part-time position will include:

- *Enter ride requests into scheduling software system and verify accuracy of data.
- *Contact customers, partners or outside vendors as appropriate to confirm times, locations and ride details by phone or secure email utilizing excellent customer service skills.
- *Communicate with volunteer drivers about their scheduled rides and any changes to their schedule and/or provide directions as necessary.
- *Sort and distribute inter-departmental mail.
- *Create and manage volunteer driver files, track driver qualification requirements and file updates.
- *Assist with preparation of purchase orders for payments as needed.
- *Assist with preparing manifests for weekly mailings.
- *Provide support to Scheduling/Dispatch staff in answering customer calls, communicating with drivers, data entry, etc.

Starting wage is \$11.83 per hour, average 25 hours per week.



Qualifications:

- *High school equivalency and two years of office/data entry experience.
- *Ability to sensitively work with wide range of passenger needs including developmental disabilities, physical disabilities, memory loss, as well as difficult or uncooperative customers.
- *Proficient in Microsoft Office products.
- *Excellent verbal communication skills.
- *Ability to maintain concentration with frequent interruptions in a multi-person office setting.
- *Strong organizational and problem-solving skills.
- *Ability to operate standard office equipment as required.
- *Bi-lingual (Spanish or Somali) preferred.

For application materials contact:

For application materials, visit our website: www.tricap.org or email us at hr@tricap.org or you can visit our office for an application. Applications must be received no later than Friday May 25, 2018.