



Tri-CAP's Transit service provides safe, dependable, affordable and courteous transportation to the general public in rural Benton, Mille Lacs, Morrison, Sherburne, and Stearns Counties.

## **Lead Scheduling/Dispatch Coordinator Wanted**

We are looking for an enthusiastic and caring individual who is committed to excellent customer service, teamwork and can manage a hectic and sometimes stressful workload with a calm demeanor and positive attitude. Primary responsibilities for this **full-time position** include:

- Develop policies & procedures for scheduling & dispatch services.
- Develop & maintain staff schedules, ride coordination, dispatching, trip assignment, reporting, fare collection.
- Supervise Scheduling & Dispatch Coordinators and Rides Clerk.
- Respond to external customer questions and resolve problems.
- Manage set-up of new routes, scheduling software and work with drivers on test runs for efficiency.
- Assist with technology/software, providing training and technical assistance as necessary.
- Fulfill Scheduling/Dispatch duties as necessary.
- Assist with scheduling of random drug & alcohol tests.

**Starting wage is \$17.74 per hour, plus benefits.**



## **Qualifications**

- Associate's degree and three (3) years of relevant office experience preferred or a combination of five (5) years' experience and/or education.
- Excellent verbal & written communication and customer service skills.
- Two years of supervisory experience, preferred.
- Ability to work with diverse cultural backgrounds and wide range of passenger needs including developmental disabilities, physical disabilities, memory loss, as well as difficult or uncooperative customers with sensitivity and compassion.
- Proficiency in Microsoft Office Suite and general office technology.
- Prior dispatch/scheduling experience and navigation technology experience, preferred.
- Strong organizational and problem solving skills.
- Ability to work with minimum supervision, and maintain customer confidentiality.
- Able to adjust to rotating work shifts, Mondays-Saturdays.
- Ability to develop and maintain program budgets.

**To Apply:** Go to our website: [www.tricap.org](http://www.tricap.org), email [hr@tricap.org](mailto:hr@tricap.org) or call our office (320) 251-1612.

Applications must be received by 4:30pm on Tuesday, February 12, 2019.