



Tri-CAP's Transit Connection provides safe, dependable, affordable and courteous transportation services for the general public in rural Benton, Mille Lacs, 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 in our Waite Park office.

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 + PT benefits, 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](http://www.tricap.org) or email us at [hr@tricap.org](mailto:hr@tricap.org) or you can visit our office for an application. Applications must be received no later than Monday, May 27, 2019.