
**Scheduling/Dispatch Coordinators Wanted**

We are looking for enthusiastic and caring individuals who are committed to excellent customer service, teamwork and can manage a bustling work environment and varied workload with a calm demeanor and positive attitude. We have full-time (40 hours/week) and part-time (25 hours/week) positions in our Waite Park location. We provide comprehensive training!

*Starting wage is $17.01-$18.71 per hour and we offer EXCELLENT benefits including holidays, vacation, health, dental, life, and retirement savings plan!*

**Responsibilities include:**
- Answer incoming calls from customers, providing excellent customer service
- Schedule rides and assign to appropriate bus routes using navigation software for both public transit and volunteer driver programs
- Communicate trip assignments using technology, monitor routes and work with drivers to improve efficiencies and customer service
- Monitor routes and work with drivers to make any changes for efficiency and quality service
- Complete data reporting for rides and billing requirements

**Qualifications:**
- Associate’s degree in business/related field and three years of relevant administrative experience, OR combination of five years education/experience
- Excellent verbal communication skills and customer service skills
- Highly proficient with Windows office products
- Ability to maintain concentration in a multi-person office setting with frequent interruptions
- Highly organized, attention to detail, analytical thinking skills
- Must have availability Monday-Friday 6am-6pm, occasional Saturdays
- Familiar with navigation/mapping technology, preferred
- Experience in scheduling/dispatch, preferred
- Bi-lingual, preferred

**For application materials**

For application materials, call 320-251-1612, email hr@tricap.org, or apply online at www.tricap.org. Positions are open until filled.

*The mission of Tri-CAP is to enhance and expand opportunities for the economic and social well-being of our residents and our communities.*