



Helping People. Changing Lives. Connecting people to their communities, Tri-CAP's Public Transit provides safe, dependable, affordable and courteous transportation services for the general public in rural Benton, Mille Lacs, Morrison, Sherburne, and Stearns Counties.

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.