



Helping People. Changing Lives. Tri-CAP's Public Transit keeps people connected to their communities by providing dependable, affordable and courteous transportation services in Benton, Mille Lacs, Morrison, Sherburne, and Stearns Counties.

## **Scheduling/Dispatch Coordinators Wanted**

Looking for a position that makes a difference in the lives of others? Look no further!

We are looking for compassionate, enthusiastic, and dependable individuals to join our team scheduling passenger rides for our public transit system.

We have worksite locations in Milaca, Little Falls, and Waite Park.

The ideal candidate should be personable, customer-focused, safety-focused, a logical thinker and a proactive problem-solver. Full-time benefits include:

10 paid holidays per year, 5 paid personal days, vacation, health, dental, retirement, life insurance, etc.

**Starting Hourly Wage: \$18.88- \$22.66**

### **Responsibilities:**

- \*Answer incoming calls from customers, providing excellent customer service.
- \*Schedule rides and assign to appropriate bus routes using navigation software.
- \*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:**

- \*HS Diploma or equivalency and three (3) years' relevant experience with dispatching, scheduling, customer service or another related field.
- \*Excellent verbal communication and customer service skills.
- \*Ability to work with wide range of passenger needs with sensitivity and compassion.
- \*Proficient in Microsoft Office and general office technology.
- \*Punctuality and regular attendance is an essential function of the position.
- \*Prior dispatch/scheduling experience and navigation technology experience, preferred.
- \*Ability to prioritize work tasks, use good judgment and pay attention to detail.
- \*Ability to maintain concentration with frequent interruptions in a multi-person office setting.
- \*Strong organizational and problem-solving skills.
- \*Availability for scheduling Monday-Friday and occasional Saturdays.
- \*Bi-lingual, preferred. (Spanish, Somali)

Scan QR code to apply



**Go to our website using the QR code and go to the "Join Us" page to see all open positions and to apply!**  
Position 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.*