



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

WANTED-Scheduling/Dispatch Coordinator (Elk River)

We are looking for an enthusiastic and caring individual who is committed to excellent customer service, teamwork and can manage a bustling work environment and varied workload with a calm demeanor and positive attitude to fill this **full-time** position.

The primary work site location for this position will be **Elk River**.

We provide comprehensive training! Other benefits include:

10 paid holidays per year, paid personal days, health, dental, life insurance, retirement savings plan.

***Starting wage is \$18.88-\$22.66 per hour**

Primary Responsibilities include:

- *Answer incoming calls from customers; provide excellent customer service and accurate information about Tri-CAP service options.
- *Schedule rides and assign to appropriate bus routes using navigation software.
- *Communicate trip assignments using technology, monitor routes and work with drivers to improve efficiency and customer service.
- *Preview schedules to ensure accuracy and efficiency; make necessary adjustments to reduce ride time and maximize productivity.
- *Record and maintain ride denials for future service design planning.
- *Complete data reporting for rides and billing requirements.
- *Serve as link between customers and drivers; communicate additions and cancellations, payments, etc.,
- *Maintain positive relationships with community partners (senior living facilities, medical providers, developmental centers, schools, etc.)



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.
- *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, analytical and problem-solving skills.
- *Availability for scheduling Monday-Friday and occasional Saturdays.
- *Punctuality and regular attendance is an essential function of the position.
- *Prior dispatch/scheduling experience and navigation technology experience, preferred.
- *Bi-lingual, preferred. (Spanish, Somali)

To Apply:

Applications can be submitted online through our website: www.tricap.org OR you can contact us for application materials by phone: 320-251-1612 or email: hr@tricap.org. Submit application and resume by 4:30pm on Tuesday, May 21, 2024.