

Dispatcher / Office Coordinator

Transit Georgina, a small, grassroots, non-profit organization committed to providing affordable transportation is currently seeking a **Dispatcher / Office Coordinator** for our storefront location in Sutton, ON.

We are seeking a flexible and dedicated individual for this permanent part time position, working Monday to Friday from 9:00 am – 1:00 pm. The ideal candidate must be flexible for vacation or sick day coverage on short notice.

Reporting directly to the Executive Director, the successful candidate will be responsible for:

Responsibilities:

- Receiving ride requests by telephone, walk-in or by email
- Schedule rides with volunteer drivers
- Organize & maintain driver schedule with availability, booked rides & ride detail changes
- Organizing & maintaining driver, rider and agency / partner files in an electronic format
- Performing a variety of administrative duties such as answering telephones, greeting clients, data entry & tracking
- Prepare monthly ride detail lists for confirmation & reconciliation with our Drivers for driver reimbursements and customer invoicing
- Preparing monthly client statistics & other reports by gathering data & tracking information received
- Responding to requests for information and maintaining up-to-date contact lists
- Conduct research on potential funders & opportunities to support the community
- Assist with driver recruitment & training
- Maintain a clean & organized workspace for yourself & coworkers
- Flexible to perform other duties as required

Qualifications:

- Post-secondary education in Administration and/or a minimum of 2 years' administrative experience is required
- High level of energy and a positive attitude
- Exceptional customer service skills
- Experience working with people from various cultural, ethnic and socio-economic backgrounds
- Excellent time management skills with the ability to multi-task in a fast paced environment
- Detail oriented
- Superior oral and written communication skills including an excellent telephone manner
- Intermediate proficiency in MS Office programs (including Word, Excel, and Access.) is required

The ideal candidate for this position is self driven, motivated and strives for continuous improvement. You are community minded with an understanding of Georgina & the surrounding area. You have excellent communication skills and are friendly with the ability to be firm when it is appropriate. As a member of the Transit Georgina team, you are organized, forward thinking and supportive of your co-workers and those we support.

Please reply in confidence by email.

Transit Georgina
Attention: Hiring Committee
E-mail: [hiring@transitgeorgina.com](mailto: hiring@transitgeorgina.com)
Fax: 905-722-6098
www.transitgeorgina.com

We thank all applicants, but only those to be interviewed will be contacted.