



River Cities Public Transit

Front Desk Receptionist/Dispatcher

Job Description

River Cities Public Transit (RCPT) is a private nonprofit agency committed to providing safe, reliable and courteous public transportation to the members of the communities we serve by promoting quality life, livability, self-sufficiency and freedom through mobility. River Cities Public Transit is looking for an enthusiastic individual to be the friendly and helpful first impression of our company.

Job Summary: This position requires skills and abilities in the areas of clerical, office work, dispatching, helping customers, and selling tickets for Jefferson Bus Lines. This position is paid an hourly wage in the range of \$10.00 to \$13.00. Starting wage will depend on qualifications. RCPT is a 24 hour 7 day a week operation. This position is full time, 40 hours per week, 8:00 am to 5:00 pm Monday through Friday, but may include some hours on weekends and holidays. RCPT offers a benefit package including vacation, sick, and holiday pay, health, dental, and life insurance, and we match up to 3% in a Simple IRA retirement plan. This position is safety sensitive and requires pre-employment and random drug testing. RCPT also requires a background check and driving record.

Essential Duties and Responsibilities shall include, but are not limited to, the following:

- Greet customers as soon as they arrive.
- Maintain a clean and organized front desk.
- Sell, make, and issue fare cards to customers.
- Sell Jefferson Lines tickets.
- Answer the phone and help customers scheduling rides.
- Supervise inmates from the Women's Prison.
- Let employees know if they have a visitor.
- Keep a log of employees' locations.
- Contact the parents of youth transportation problems.
- Assist other staff with miscellaneous office duties.
- Perform clerical/administrative functions as assigned.

Education: Equivalent to completion of the twelfth grade.

Experience: Must have knowledge of modern office procedures, computer equipment, English usage, spelling, grammar, punctuation, and basic mathematical principles. Must be able to manage time and have excellent organizational skills. Demonstrate superior public service skills. Interpret and apply company policies and procedures. Operate a variety of office machines including cash register, copy machine, computer devices and applications. Maintain confidential and administrative records and files. Communicate clearly and concisely, both orally and in writing to both RCPT employees and the general public. Work independently in the absence of supervision. Establish and maintain a positive and cooperative working relationship with everyone contacted in the course of work.

Apply: A dispatch application is available on the RCPT website www.rcptransit.com. Please submit an application and/or resume via regular mail, email, or in person to Shellie Baumgart, 1600 E Dakota, Pierre, SD 57501 shellie.rct@midconetwork.com