

Tamika Wilson

TRAINING SPECIALIST

17
YEARS



Describe your role and your responsibilities in 1-2 sentences.

I train and build successful Operators for the organization as well as conduct CDL training and testing for non licensed employees.

What does a typical day look like for you?

Teaching and building professional Operators in excellent customer service and safe operation of our buses.

What skills or qualities help you succeed in your position?

Being a certified TSI Instructor, being a certified Third Party Examiner for CDL training and testing. Providing excellent internal and external customer service and instilling those same qualities into our Operators.

What is the most challenging part of your role?

Training overly LARGE groups as it's difficult to give the one on one that some Operators need due to limited timing trying to be split amongst the group.

What is something surprising about your job that most people wouldn't know?

The administration part, record keeping and paperwork outside of the actual training.

Share a memorable story or moment from your time at GoTriangle.

The gatherings at BOMF that include the Plaza group. I enjoy every event where we can all come together and celebrate one another.

Favorite part of the Triangle to explore using public transit?

Downtown Raleigh

What advice would you give someone interested in a career in transit?

Positive attitudes! Be ready to serve! We are here to serve the public and make sure we provide excellent customer service and get them to and from their destinations in a safe and timely manner.