

# Tucson's paratransit agency since 1987!



## Transportation Eligibility Specialist

**OPENING DATE:** April 10, 2025  
**CLOSING DATE:** Open until filled  
**SALARY:** \$19.36 - \$24.20

### QUALIFICATIONS:

The ability to make decisions determining American with Disabilities Act (ADA) paratransit eligibility. Bachelor's degree and two (2) years of related experiences. Experience in ADA paratransit eligibility determination or related transportation services. Experience in handling complaints, appeals, or dispute resolution. Bilingual (English, Spanish) required

### MAJOR FUNCTIONS:

- Reviews applications, medical documentation, and conducts interviews and assessments to determine Americans with Disabilities Act (ADA) Paratransit eligibility. Documents eligibility decisions, updates databases, and ensures accurate record-keeping for compliance and auditing.
- Interprets and applies federal ADA regulations and agency policies to eligibility determination. Ensures that eligibility decisions align with federal, state, and local transportation policies, including ADA and other accessibility regulations. Provides clear explanations of eligibility decisions, appeal processes, and service guidelines. Communicates with applicants, caregivers, and agencies to provide information on eligibility requirements, application status, and transportation options.
- Assists with reconsideration requests, gathers additional documentation, and participates in appeal hearings as needed. Addresses and resolves disputes or complaints related to eligibility determinations and service access.
- Engages with the community, stakeholders, and advocacy groups to provide information about ADA Paratransit eligibility and regulations.
- Works with transportation providers to ensure eligible individuals receive appropriate services.
- Performs all other duties and tasks as assigned.

### BENEFITS:

Benefits include health care coverage for the employee and dependents, vacation, sick leave, paid holidays and a 401k plan.

### TO APPLY:

Applications and/or resumes are accepted at Sun Van, 3401 E. Ajo Way, Tucson AZ, 85713, from 8:00 a.m. to 4:00 p.m. Monday through Friday, or e-mail it to [SunVan\\_HR@tucsonaz.gov](mailto:SunVan_HR@tucsonaz.gov). No phone calls please.

*If selected for a position, Sun Van requires a background investigation in all federal, state, county and city justice courts, a pre-employment drug screen and a pre-employment DOT physical. We are an Equal Opportunity/Reasonable Accommodation Employer.*

