

# Tucson's paratransit agency since 1987!



## Reservationist Supervisor

<b>OPENING DATE:</b>	April 7, 2026
<b>CLOSING DATE:</b>	Open until filled
<b>SALARY:</b>	\$26.34 per hour

The Reservationist Supervisor oversees daily paratransit reservation and scheduling operations, ensuring accurate demand-response scheduling, efficient routing and high-quality customer service. This role supervises reservationist staff, manages scheduling functions and supports operational efficiency in a fast-paced environment.

### **QUALIFICATIONS:**

This position requires a High School diploma or equivalent; 4-5 years of relevant experience, including supervisory responsibilities (preferably in paratransit, transportation, call center or scheduling environments): Valid driver's license.

### **MAJOR FUNCTIONS:**

The Reservationist Supervisor manages driver schedules and paratransit vehicle routing, making real-time adjustments and developing schedules based on passenger reservations and operational needs. The role supervises reservationist and Schedulers staff by monitoring call volume, providing training and support and conducting performance evaluations. Responsibilities also include reviewing schedules for accuracy, maintaining client and subscription ride records, generating reports and updating route and vehicle data. The Supervisor provides customer service by responding to inquiries, coordinating the ride requests and resolving complaints in a professional and timely manner.

### **BENEFITS:**

Health care coverage for employees and eligible dependents, vacation, sick leave, paid holidays and a 401k retirement 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).

*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.*

