

Tucson's paratransit agency since 1987!



Dispatch Supervisor

OPENING DATE: May 8, 2026
CLOSING DATE: Open until filled
SALARY: \$27.55/per hour

QUALIFICATIONS:

High School Diploma and four years in the transportation industry. Two years of college may substitute for up to two years of required experience. Intermediate computer skills required (Trapeze and Microsoft experience preferred). Previous supervisory experience a plus.

BRIEF DESCRIPTION:

The purpose of this position is to provide supervision of the department and departmental activities. This is accomplished by setting, filling, and maintaining work schedules for dispatchers and phone clerks; maintaining vehicle records and reports; maintaining productivity reports; overseeing safety and policy procedures are followed; responding to problems concerning daily operations; monitoring and maintaining dispatch systems in vehicles. Performing other duties as assigned

ESSENTIAL FUNCTIONS:

- Supervise and support dispatch staff to ensure efficient daily operations
- Monitor service performance, trip reliability, and operational metrics
- Assist with escalated customer and operator concerns
- Coordinate with Fleet Maintenance on vehicle availability and documentation
- Conduct investigations related to service complaints and incidents
- Support staffing, reporting, scheduling, and compliance activities
- Provide coaching, training, and performance management for dispatch personnel
- Manage emergency situations and communicate with internal and external partners
- Process payroll, attendance, scheduling, and time-off requests for department staff
- Perform dispatch duties as needed to maintain operational coverage
- Participate in hiring and onboarding of dispatch personnel

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.

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.

