

Assistant General Manager – Paratransit Operations (Sun Van - Tucson, AZ)

Location: Tucson, Arizona

Department: Operations

Reports to: General Manager

Overview

RATP Dev USA is seeking a results-driven and community-focused Assistant General Manager (AGM) of Paratransit and On Demand (micro transit) Operations to support the daily oversight and strategic execution of the Sun Van service in Tucson, Arizona. Sun Van is Tucson's ADA complementary paratransit service with a fleet of over 135+ vehicles delivering more than 500,000 annual passenger trips. The system operates with a robust team of operators, dispatchers, and reservations personnel and utilizes Trapeze PASS for scheduling and dispatching, as well as other advanced paratransit and micro transit management software.

Key Responsibilities

- **Operational Oversight:** Direct and manage all aspects of daily Sun Van paratransit and micro transit operations, including vehicle deployment, service delivery, on-time performance, customer satisfaction, and safety.
- **Leadership & Workforce Development:** Support the recruitment, onboarding, training, and supervision of operations personnel. Foster a positive, diverse, and inclusive work environment aligned with RATP Dev USA's and City of Tucson values.
- **Strategic Management:** Assist in setting strategic and commercial direction for the service in partnership with the General Manager. Develop and monitor performance metrics (KPIs) including on-time performance, ridership trends, and complaint rates.
- **Client & Community Engagement:** Build and maintain collaborative relationships with the client (City of Tucson), advocacy groups, and local stakeholders. Represent Sun Van at community events, public meetings, and advisory boards.
- **Safety & Compliance:** Champion a culture of safety. Ensure compliance with all federal, state, and local regulations (ADA, FTA, DOT, ADOT, OSHA). Manage incident response and risk mitigation.
- **Union Relations:** Work constructively with union leadership on employee relations, grievances, and contract interpretation in a unionized work environment.

- **Technology & Software Proficiency:** Oversee the use of scheduling and dispatch software including Trapeze PASS and ensure team members are trained and using systems efficiently.
- **Budget & Financial Oversight:** Assist in preparing and managing operational budgets. Monitor cost-effectiveness and identify opportunities for process improvements and cost savings.
- **Customer Experience:** Ensure a customer-first culture with high-quality, responsive service. Address and resolve service complaints, investigate incidents, and implement corrective actions.
- **Environmental & Sustainability Practices:** Support initiatives aimed at reducing environmental impact and promoting sustainable operations.

Essential Functions / Process Responsibilities

Operations & Service Delivery

- Oversees the daily operations of the paratransit service, ensuring safe, reliable, and on-time performance.
- Monitors KPIs (on-time performance, ride times, no-shows, complaints, etc.) and develops data-driven strategies for continuous improvement.
- Leads the optimization of scheduling, dispatching, and routing processes in collaboration with planning teams and software providers.
- Develops and implements service plans that align with client objectives and community needs, with real-time responsiveness to service disruptions.
- Ensures compliance with ADA regulations, FTA requirements, and other local/state/federal laws.
- Coordinates directly with maintenance teams to ensure vehicle readiness and safety. This includes participation in quarterly meetings with the contracted maintenance provider.

Leadership & People Management

- Maintains effective relationships and communication with the General Manager, direct reports, frontline staff, and union representatives.
- Oversees training, development, and performance management of operations, reservations and dispatch staff.
- Leads by example, promoting a diverse, inclusive, and safety-focused workplace culture.
- Serves as a visible and accessible leader in the operation—present, supportive, and proactive.
- Partners with Safety, Risk, and Continuous Improvement teams to implement process enhancements and correct systemic issues.

Compliance, Safety & Incident Management

- Champions a strong, engaging safety culture; supports the implementation of SSEPP.

- Partners with Safety and Operations management staff to ensure that regular safety audits are conducted, as well as vehicle inspections and training reviews.
- Ensures thorough documentation and follow-up on all incidents, accidents, and operator performance issues.
- Coordinates with HR and Legal in addressing serious disciplinary and legal issues.

Qualifications

- Bachelor's degree in business administration, Public Administration, Transportation, or related field preferred. Equivalent combination of education and experience considered.
- Minimum of 5 years of experience in paratransit or fixed-route operations with progressive leadership responsibilities. Equivalent experience in a related field will be considered.
- Experience with Trapeze PASS or similar scheduling and dispatching software required.
- Experience managing in a unionized environment.
- Strong interpersonal, leadership, and conflict resolution skills.
- Deep understanding of ADA paratransit compliance and service models.
- Excellent verbal and written communication skills.
- Proven financial and analytical acumen.

Preferred Attributes

- Familiarity with Tucson's geography and public transit landscape.
- Ability to lead change management initiatives.
- Knowledge of safety, quality control, and continuous improvement practices in public transportation.

Physical Requirements

- Must be able to work flexible hours including evenings, weekends, and holidays as needed.
- Office and field environment; will involve site visits, outdoor conditions, and potential exposure to transit operational environments.

RATP Dev USA is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.