



The Rhode Island Public Transit Authority (RIPTA) is recruiting *internally and externally* for one (1) position of **ADA Quality Assurance Manager** within RIPTA's RIdE Program. This is a Non-Represented position.

- Position Title:** ADA Quality Assurance Manager
- Posting Period:** February 13, 2025 through February 28, 2025
- Salary Range:** \$80,674.81 to \$100,843.51 Annum (Pay Grade 907)
- Union Affiliation:** Non-Represented
- Reports To:** Director of Paratransit

Summary of Position:

Under general direction of the Director of Paratransit or their designee, the ADA Quality Assurance Manager is responsible for administrative activities related to the Americans with Disabilities Act (ADA) Paratransit transportation service program by providing guidance and support to ADA staff, clients and 3rd party service provider. Responsible for assisting RIPTA's ADA Paratransit Service Program with the development, design, scheduling, analysis and implementation of RIPTA's ADA service utilizing Reveal software "Workflow" to analyze trends and identify inefficiencies in the schedules and Call Center. Overseeing the schedule team to provide technical strategies to optimize efficiencies and quality. Implementing policies and procedures to improve Call Center operations.

The ADA Quality Assurance Manager will provide the day-to-day oversight of RIPTA's ADA Paratransit Scheduling/Call Center and interfacing with RIdE's Dispatch Center. Duties consist of problem solving, analysis of performance data, preparing reports, developing best practice workflow procedures and meeting with appropriate RIPTA staff and service provider's personnel when necessary. Responsible for the review of all computer and manual operations and calculations that create schedules for drivers to perform both before and on day of service for all RIdE services, as well as provide guidance, assistance and support for the Call Center, scheduling and dispatch staff. They will ensure all functions of RIPTA programs and services are completed timely and train all RIdE staff to be accurate with making adjustments to schedules and services.

Essential Duties and Responsibilities:

1. Responsible for maintaining familiarity with new and existing ADA paratransit service policies and procedures;
2. Responsible for developing workflow best practices within the scheduling, dispatch and customer service functions of the RIdE program;
3. Fully understand the functions and capabilities of the RMS Suite of Applications;
4. Will work with the RIdE Management team to ensure accuracy of all reports;
5. Research and correct scheduling violations, driver issues, vehicle capacity, and other issues that affect the efficiency of the operation;
6. Serves as the primary Representative for Reveal Software and responsible for training staff members on all modules;
7. Continuously evaluate and identify opportunities to drive process improvement that positively impacts RIPTA's services;
8. Attend monthly ADA Participation Group Forum;
9. Prepare and distribute specific ADA Paratransit statistical reports;
10. Manage special projects as assigned by Director of Paratransit;
11. Other duties as assigned to ensure the efficient operation of the RIdE program.

The above duties and responsibilities are not intended to limit specific duties and responsibilities of any particular position, nor are they intended to limit in any way the right of supervisors to assign, direct, and control the work of employees under their supervision.

Qualification Requirements:

- Bachelor's Degree in Planning, Urban Studies, Geography or Engineering required; Master's Degree preferred;
- Minimum of three (3) years' related experience in a planning and/or scheduling capacity required;
- Strong communication skills, attention to detail, and positive, cooperative attitude are required;
- Ability to handle multiple tasks and multiple requests from co-workers and the public required;
- Ability to learn general service operation, including different agency program requirements and service guidelines required;
- Must possess excellent organizational and communications (verbal and written) skills, as well as the ability to quickly establish a good rapport with all members of the Authority as well as other organizations;
- Must possess excellent computer skills and the ability to analyze a large variety of data. Computer literate in an IBM/PC environment, knowledge of GIS computer software programs highly desirable;
- Knowledge of public transportation, RIPTA's Route System and State of Rhode Island Geography highly desirable;
- Must be able to demonstrate flexibility and the ability to work as part of a team.

RIPTA reserves the right to consider any combination of education and experience that shall be substantially equivalent to the above education and experience

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Independent Action:

Work is performed under supervision and independently in accordance with authority and departmental policies/practices.

Supervisory Responsibility:

- RIde Program Customer Service Staff.
- Technical oversight to the RIde/Flex Scheduling Operations.

Selection Process:

- Interested applicants should submit their cover letter, resume and/or RIPTA employment application to RIPTA's Human Resources Department by closing date of recruitment posting;
- Selected applicants may be required to pass an oral interview and/or written/computer assessment;
- Applicant must provide RIPTA with a copy of degree and/or transcripts from accredited educational institution, any required licensure and/or certifications as needed to perform job functions, prior to interview;
- Applicant will be required to pass a nationwide full criminal background check to be conducted by RIPTA;
- Applicant will be required to submit a Bureau of Criminal Investigation (BCI) from their state of residence to Human Resources when a conditional offer of employment has been made;
- Applicants claiming Military status should submit a copy of the DD-214 form.

Elimination Process:

- If a candidate fails to meet minimum of (3) years' related experience in a planning and/or scheduling capacity required.
- If a candidate fails to submit resume and/or required documentation as outlined within "Selection Process".
- If a candidate fails to meet minimum required oral interview score, in which the Authority has deemed as a passing score.

Interested applicants should submit their cover letter, resume and/or employment application to RIPTA's Human Resources Department, 705 Elmwood Avenue, Providence, RI 02907; via email to jobs@ripta.com; online at www.ripta.com/careers no later than Friday, February 28, 2025. Telephone calls will not be accepted.

RIPTA is an Equal Opportunity Employer: It is the policy of the Rhode Island Public Transit Authority that no employee or applicant for employment will be discriminated against regardless of race, color, sex, age, national origin, religion, disability status, veteran status, sexual orientation, marital status and/or gender identity or expression.