



Title: Accessible Services Eligibility Specialist

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to ensure compliance with the Federal Americans with Disabilities Act (ADA) paratransit eligibility regulations. This is accomplished by evaluating and reviewing ADA paratransit service applications, determining paratransit eligibility, developing justification for eligibility or denial of ADA paratransit services, interviewing applicants, researching disability related information, and preparing certification documentation regarding an applicants eligibility or reason for service denial. This position requires extensive contact with customers, family members, disability service providers and medical professionals.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	(L) Light Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	(M) Medium Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	(H) Heavy Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	(V) Very Heavy Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	S	Evaluates and reviews ADA paratransit applications to determine paratransit eligibility using established procedures and federal regulations for customers applying for ADA Paratransit Services. Conducts in-person and telephone interviews with applicants to obtain additional information to assist in evaluating functional impacts of an applicant’s disability in accessing fixed route transit services. Determines and documents ADA paratransit eligibility, including category, conditions of eligibility and reasons for denial. May pursue physician or medical verification to assist in analysis or applicants eligibility determination. Researches medical resources for functional limitations to access District services.	40%
2	S	Provides eligibility evaluation and support by preparing assessment summaries, reviewing, editing and writing eligibility assessment determinations for ADA paratransit service, preparing affidavits in support of application appeals and other related correspondence, memos, documents and reports as necessary.	20%
3	S	Maintain and update ADA paratransit application status information in database tracking software; collect and compile data; retrieve and develop/create reports, summaries and graphs; maintain database.	20%
4	S	Conducts on-board observations of District’s bus and light rail system of ADA fixed route compliance; develops summary reports of observed ADA violations.	10%



5	S	Participates in, attends and prepares for various ADA paratransit information outreach events; respond to inquiries from Paratransit applicants, District staff and other agencies; may participate in special projects by researching, reviewing and compiling information.	5%
6	S	Read, understand, interpret and apply District policies, procedures, State and Federal ADA Paratransit eligibility regulations.	5%

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two (2) year associate’s degree, diploma or equivalent from a college, technical, business, vocational or correspondence school in Business Administration, Public Administration, Social Science or a related field. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p>
Experience	A minimum of three (3) years of experience in the medical field, social service agency or disability related service provider agency. Experience in the transit/paratransit field is preferred.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance is reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with a system of real numbers; and



	practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	

KNOWLEDGE
<ul style="list-style-type: none"> • Federal and state laws and regulations pertaining to ADA paratransit and fixed route service compliance requirements including paratransit eligibility criteria and eligibility certification methods. • Various kinds of disabilities, their related functional abilities and accommodation tools. • Basic statistical analysis. • Methods and techniques of tracking, recording, and presenting basic statistical data. • Practical application of computers and peripheral equipment. • English grammar, punctuation, spelling, and usage. • Appropriate terminology in discussing disabilities and related functional limitations in accessing fixed route service. • General methods of tactful public communication.

SKILLS
<ul style="list-style-type: none"> • Intermediate word processing, spreadsheet, presentation and database software • Specialized software related to functional area.



ABILITIES

- Prioritize and deal with conflicting workload requirements.
- Meet deadlines.
- Handle all internal/external contacts with courtesy, diplomacy, and tact.
- Communicate effectively.
- Work well with others.
- Use tact and persuasion under pressure in extremely controversial and confrontational situations.
- Apply customer service skills, representing the District in a positive way while working with the public.
- Effectively present information and respond to questions from diverse groups, managers, customers and the general public.
- Learn District and departmental operating policies and procedures.
- Learn specific system processes, methods, tasks and procedures related to department and job.
- Write reports and business correspondence.
- Extract statistics and written information from reports and transfer to other documents.
- Organize information clearly and precisely.
- Read, analyze, and interpret District policies, professional journals, technical publications, and government regulations.
- Think critically and make sound decisions.
- Exercise sound judgment and make independent decisions.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-					
Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously 2/3 or more of the time.	Frequently From 1/3 to 2/3 of the time.	Occasionally Up to 1/3 of the time.	Rarely Less than 1 hour per week.	Never Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Communicating with co-workers; observing work site
Sitting	C	Desk work; meetings
Walking	O	To other departments/offices; around work site
Lifting	R	Supplies; files
Carrying	R	Supplies; files
Pushing/Pulling	O	File drawers; tables and chairs
Reaching	F	For supplies; for files
Handling	C	Paperwork
Fine Dexterity	C	Computer keyboard; telephone keypad; calculator
Kneeling	R	Filing in lower drawers; Retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers; Retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	R	Filing in lower drawers; Retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	R	Stairs
Balancing	N	
Vision	C	Reading; computer screen; driving
Hearing	F	Communicating via telephone/radio to co-workers/public
Talking	F	Communicating via telephone/radio to co-workers/public
Foot Controls	R	Driving
Other (specified if applicable)		None noted.

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, copier, electric stapler, photo identification machine, laminator, recorder/dictation machine, tape copier, computer and associated hardware and software.



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	O
Physical Danger or Abuse	N
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED: None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 2 below)	N/A

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3) N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.