



Title: Accessible Services Administrator

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to manage the paratransit eligibility and appeals program. This is accomplished by overseeing, delegating, training and supervising the work of subordinate staff responsible for the paratransit eligibility certifications and ensuring timely processing of application and complaints with federal and agency guidelines.

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	Monitors, reviews, and approves paratransit eligibility determinations by providing feedback to ensure quality control and compliance with federal regulations and District policies. Provides information and advice to staff regarding federal regulations and the District's policies and practices.	25 %
2	S	Evaluates requests for appeal of paratransit eligibility decisions by reviewing applications and soliciting information from applicant and medical professionals to evaluate the applicant's eligibility in accordance with federal guidelines.	20 %
3	S	Provides oversight of RT's ADA paratransit service contract by preparing financial projections and statistical and narrative records and reports on activities, evaluating compliance with ADA standards, tracking unit expenditures and assisting with developing department budget, and acting as liaison and representative for District for Federal Government entities including FTA, US DOJ on any ADA related issues.	20%
4	L	Serves as the District's representative at administrative hearings by preparing written briefs for presentation, presenting oral arguments, and questioning witnesses.	10 %
5	L	Conducts Department administration including: training, performance appraisals, progressive discipline, and coordinates, assigns, and reviews work and office coverage.	15%
6	S	Supports department director by drafting accessibility program documents, including RT's plans, programs and services to ensure compliance with the ADA and other applicable federal or state	5 %



		laws in provision of bus, light rail, and paratransit service. Involvement, as needed, in MAC, CalAct and NAADAC.	
7	L	Act as spotter to monitor the District's provision of fixed route service for compliance with the ADA requirements.	5%

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Business Administration, Public Administration, Communications, Sociology, Physical Therapy Vocational Rehabilitation, or a closely related field.</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	<p>A minimum of five (5) years of experience managing large service contracts and demand response transit programs within an ADA regulated environment, including two (2) years of supervisory experience. Experience working with the disabled community is preferred.</p>
Supervision	<p>Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.</p>
Human Collaboration Skills	<p>Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.</p>
Freedom to Act	<p>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 reviewed periodically.</p>
Technical Skills	<p>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.</p>
Budget Responsibility	<p>Position has moderate fiscal responsibility. May be responsible for the billing, collection and/or accounting of funds. May be responsible for the handling and balancing of cash.</p>
Reading	<p>Advanced - Ability to read literature, books, reviews, scientific or</p>



	technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; 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	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	

KNOWLEDGE
<ul style="list-style-type: none"> • Laws, regulations, and reporting requirement dealing with persons with disabilities and the elderly, including the ADA, California Title 24, and Sections 503 and 504 of the Rehabilitation Act. • Principles and practices of paratransit demand response operations, service delivery, eligibility criteria, and eligibility certification methods. • Statistical research methods and techniques. • Basic principles of program development, program management, and auditing. • Various kinds of disabilities, their related functional abilities, and accommodation tools. • Modern management theory and practices. • Conflict resolution, negotiation, and mediation techniques. • District policies, procedures, and programs. • Appropriate terminology in discussing disabilities, and related functional limitations in accessing fixed route service. • Contract compliance requirements.

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

ABILITIES
<ul style="list-style-type: none"> • Communicate effectively, both orally and in writing, including the ability to make oral and written presentations to executive groups, boards, and other policy groups in a clear and concise manner. • Manage multiple priorities and projects in an environment with frequent disruptions and significant time constraints and demands.



- Interpret, analyze, and apply the general guidelines of the ADA transportation provisions in establishment of District policies related to disabled and elderly services.
- Work with people with disabilities and older adults and representatives from the disabilities community and social service agencies.
- Assess and serve the needs of customers, including those from culturally diverse backgrounds, the elderly, persons with disabilities, or other vulnerable populations.
- Establish and maintain effective working relationships with employees, supervisors, and diverse groups of internal and external customers.
- Apply innovative approach programmatically and technologically
- Develop and maintain a responsive, goal-oriented approach to the resolution of issues.
- Build coalitions, community relations, public process, contract management and employee relations
- Promote awareness and collaborate effectively with management regarding issues related to passengers with special needs.
- Prioritize work and meet critical deadlines.
- Analyze complex technical laws and regulations.
- Continue education on ADA issues, including regulations, court rulings, federal guidance, and available resources.
- Educate District personnel on issues related to services to passengers with disabilities and the elderly.
- Present a positive image of the District in a highly visible position to the disabled and elderly community, despite any negative experiences of customers related to District programs or services.
- Resolve conflict and collaborate on solutions to enhance customer service.



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 Continuously 2/3 or more of the time.	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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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	Making presentations, observing work duties, communicating with co-workers
Sitting	C	Desk work, meetings
Walking	F	To other departments/offices/office equipment, around work site
Lifting	O	Files, supplies, equipment
Carrying	O	Files, supplies, equipment
Pushing/Pulling	R	File drawers, tables and chairs
Reaching	O	For supplies, for files
Handling	F	Paperwork
Fine Dexterity	C	Computer keyboard, calculator, telephone pad
Kneeling	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers
Crawling	N	
Bending	R	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	N	
Balancing	N	
Vision	F	Reading, computer screen
Hearing	C	Communicating with co-workers and public and on telephone
Talking	C	Communicating with co-workers and public and on telephone
Foot Controls	N	
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, various office equipment, and 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	N
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	O
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

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

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.