



**Title: Accessible Services Analyst**

FLSA Status: Non-Exempt

**BRIEF DESCRIPTION:**

The purpose of this position is to administer evaluation services for the paratransit eligibility certification program.

**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.

<b>(S) Sedentary</b>	<b>(L) Light</b>	<b>(M) Medium</b>	<b>(H) Heavy</b>	<b>(V) Very Heavy</b>
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.

#	Code	Essential Functions	% of Time
1	L	Evaluate requests for appeal of ADA Paratransit eligibility decisions by investigating new information from appellant and medical professional to clarify functional limitations. Explain program, policies, and procedures of eligibility and appeal process. Review and make independent judgment on appropriateness of initial eligibility decision. May overturn initial decision or present case at administrative hearing. Organize case, element by element, to allow favorable decision, applying rules to facts. Research applicant's disability; evaluate environmental impact, and research regulations and past rulings from Appeal Board. Develop methods or procedures related to programs or policies. Maintain or develop administrative guidelines, manuals, and materials. Research and survey issues and other agency practices related to existing, new, or proposed policies or procedures.	30%
2	S	Supports management in the drafting of accessibility program documents by including plans, programs and services to ensure compliance with the ADA and other applicable federal and state laws in the provision of bus, light rail, and paratransit services.	30%
3	L	Prepare written briefs for presentations at administrative hearings that support the District's decisions. Draft correspondence to other agencies and the public regarding the District's provision of transit and Paratransit Services, in accordance with the ADA. Develop and revise informational and operational material about RT and Paratransit Service, based on ADA requirements and community input. Draft and revise implementation procedures for department programs. Draft appeal status correspondence to appellants and appeal board. Provides guidance and direction to	20%



		staff members to ensure consistency in eligibility determinations.	
4	L	Serve as District's representative at administrative hearings. Present oral arguments, on behalf of the District, at hearings. Question witnesses to focus appeal panel on functional implications for using fixed route service. Conduct new-member orientations for ADA appeal panel volunteers. Explain ADA Paratransit Requirements, the District's eligibility determination and appeal process, and requirements for the District's delivery of service to disabled and elderly passengers	10%
5	L	Oversee, review and delegate work to staff as non-supervisory employee, ensuring consistency in eligibility determinations. Recruit, coordinate, award and train volunteer appeal board. Review information materials about subject area to keep current on new policies or program changes to existing policies, programs and procedures.	10%

**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, 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	A minimum of three (3) years of experience working with the disabled community in the paratransit field.
Supervision	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling.
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 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	Position has no fiscal responsibility.



<b>Responsibility</b>	
Reading	Advanced - Ability to read literature, books, reviews, scientific or 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 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	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.
<b>Certification &amp; Other Requirements</b>	

<b>KNOWLEDGE</b>
<ul style="list-style-type: none"> <li>• 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.</li> <li>• Expertise in the principles and practices of paratransit demand response operations, service delivery, eligibility criteria, and eligibility certification methods.</li> <li>• Statistical research methods and techniques.</li> <li>• Basic principles of program development, program management, and auditing.</li> <li>• Various kinds of disabilities, their related functional abilities, and accommodation tools.</li> <li>• Modern management theory and practices.</li> <li>• General methods of tactful public communication.</li> </ul>

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

<b>ABILITIES</b>
<ul style="list-style-type: none"> <li>• 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.</li> <li>• Interpret, analyze, and apply the general guidelines of the ADA transportation provisions in establishment of District policies related to disabled and elderly services.</li> <li>• Ability and interest in working with people with disabilities and older adults and representatives from the disabilities community and social service agencies.</li> </ul>



- Ability to assess and sensitively 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.
- Develop and maintain a responsive, goal-oriented approach to the resolution of issues.
- Extract statistics and written information from reports and transfer to other documents.
- Prioritize and deal with conflicting workload requirements.
- Handle all internal and external contacts with courtesy, diplomacy, and tact.
- Read, analyze, and interpret District policies, professional journals, technical publications, and government regulations.
- Deal with difficult people and situations.
- Extract statistics and written information from reports and transfer to other documents.



**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	O	Making presentations; observing work duties; communicating with co-workers
Sitting	F	Desk work, meetings
Walking	O	To other departments/offices; around work site
Lifting	R	Supplies; equipment; files
Carrying	R	Supplies, equipment, files
Pushing/Pulling	O	File drawers; equipment
Reaching	O	For supplies; for files
Handling	O	Paperwork
Fine Dexterity	F	Computer keyboard; telephone keypad
Kneeling	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Filing in lower drawers; retrieving items from lower shelves/ground
Twisting	F	From computer to telephone
Climbing	N	
Balancing	N	
Vision	F	Reading; computer screen; Observing work site
Hearing	F	Communicating via telephone/radio; to co-workers/public
Talking	F	Communicating via telephone/radio; to co-workers/public
Foot Controls	R	Operating Dictaphone
Other (specified if applicable)		

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Telephone, audio recording equipment, fax machine, copier, digital document imager, other various office equipment, computer and associated hardware and software.



**ENVIRONMENTAL FACTORS:**

<b>C</b> Continuously	<b>F</b> Frequently	<b>O</b> Occasionally	<b>R</b> Rarely	<b>N</b> Never
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<b>D</b> Daily	<b>W</b> Several Times Per Week	<b>M</b> Several Times Per Month	<b>S</b> Seasonally	<b>N</b> 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	R
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:**

<b>F</b> Frequently From 1/3 to 2/3 of the time	<b>O</b> Occasionally Up to 1/3 of the time	<b>R</b> Rarely Less than 1 hour per week	<b>N</b> Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	O
Frequent Change of Tasks	F
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	R
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			

(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.