



**Title: Director, Accessible Services and Customer Advocacy**

FLSA Status: Exempt

**BRIEF DESCRIPTION:**

The purpose of this position is to manage, implement, and monitor accessible services and customer advocacy programs which may include paratransit eligibility program, service contracts, customer complaint programs, staff support for disabled and elderly public advisory council, oversight and policy direction on compliance with the Americans with Disabilities Act and other applicable state and federal laws. This is accomplished by planning and budgeting for the units, overseeing and delegating work, establishing department policy, developing, managing, coordinating, or monitoring District policy as it relates to compliance or complaint management, participating as a member of management in meetings and committees, coordinating and collaborating with other departments on accessibility requirements and complaint management activities, identifying, monitoring, and evaluating activities that affect ADA requirements or complaint management, administering and staffing disabled and elderly public advisory council, developing, managing, and supervising appeals program, managing the contract for the ADA paratransit services, and representing the District to disabled/senior groups and agencies on issues pertaining to persons with disabilities, older adults, and the complaint management programs.

**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	(L) Light	(M) Medium	(H) Heavy	(V) 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.

#	Code	Essential Functions	% of Time
1	L	Administers the Mobility Advisory Council, by providing direction and guidance in the preparation of an annual work plan, coordinating with all departments on projects and initiatives that impact persons with disabilities and older adults for presentation and consultation, preparing agendas, bylaws, and work plans for the Council, recruiting members, and acting as a liaison for the Council to staff, the District General Manager, and the Board of Directors.	20%
2	L	Oversees and directs policy on compliance with ADA and other applicable state and federal laws by monitoring plans, programs, and services, developing policies or recommendations for bus, light rail, paratransit, facilities, and equipment, providing direction and technical support in vehicle procurement and facility designs to ensure accessibility, preparing and updating ADA program	30%



		documents, acting as a liaison to government entities in program/facility audits/reviews, providing direction and technical support to management, developing corrective actions and implementation plans to resolve any audit /review findings/recommendations, monitoring regulations and legislation in program areas, and developing responses to proposed rulemakings in program areas or recommend policy changes to comply with new regulations.	
3	L	Administers department by planning and budgeting for the units, setting goals and standards for the department, overseeing and delegating work to department staff, establishing, reviewing, and modifying department policy, resolving employee issues and grievances, providing direct and indirect supervision to department personnel, and resolving employee issues and grievances.	20%
4	L	Manages the units by developing, managing, coordinating or monitoring policy as it relates to complaint management, establishing or recommending policy for enhances complaint management and customer service, administering the complaint resolution process, including assigning, delegating and overseeing work of department staff, overseeing the coordination of complaint resolution with other departments, enhancing the quality of customer service response by advocating to management, the general manager, and the board of directors, programs that will improve customer satisfaction in complaint resolution, and recommending or creating of policy to resolve issues.	30%

**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 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 seven (7) years of progressively responsible management and administrative experience in a transit agency in providing customer service in a paratransit field, working with the disabled community and ADA compliance and policy development, including three (3) years of supervisory experience.
Supervision	Work involves problem solving and mediating highly conflicting, unexpected and unusual problems involving multiple groups. Applies



	broad management responsibility for a large program or set of related functions. Provides direct and indirect supervision to lower level personnel.
Human Collaboration Skills	Recommendations regarding policy development and implementation are made and/or recommended. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
Freedom to Act	The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.
Technical Skills	Advanced: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Budget Responsibility	Position has major fiscal responsibility. Is responsible for department-wide financial decisions. Assures that appropriate linkages exist between budget requests and departmental goals and objectives. Monitors budget plan, and adjusts as necessary.
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	Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained in at the college level or above. 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	

<b>KNOWLEDGE</b>
<ul style="list-style-type: none"> <li>• Functions and responsibilities of a regional transit district and its services.</li> <li>• Statistical and research methods as applied to public transportation planning.</li> <li>• Federal, state, and local rules and regulations on accessibility.</li> <li>• Principles and techniques of personnel management and supervision.</li> <li>• Project management, analysis, and evaluation.</li> <li>• Statistical concepts and methods.</li> <li>• Knowledge of Americans with Disability Act (ADA) sufficient to ensure compliance</li> </ul>



- with applicable requirements.
- Comprehensive understanding of medical terminology.
  - Laws, regulations, and reporting requirements dealing with persons with disabilities and the elderly, including the ADA, California Title 24, and Sections 503 and 504 of the Rehabilitation Act.
  - Customer services principles.
  - Conflict resolution methodologies
  - Basic principles of program development, program management, and auditing.
  - Various kinds of disabilities, their related functional abilities, and related accommodation tools.
  - Modern management theory and practices.
  - Conflict resolution, negotiation, and mediation techniques.
  - Adaptive technologies and available accommodations for persons with disabilities.
  - District policies, procedures, and programs.
  - Appropriate terminology in discussing disabilities, and related functional limitations in accessing fixed route service.
  - Paratransit operations.
  - Accounting principles, including budget preparation and forecasting.
  - Current customer relations techniques.
  - Developing customer service strategies and benchmarking.
  - Bargaining unit contract compliance requirements.

- | <b>SKILLS</b>  |
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| <ul style="list-style-type: none"> <li>• Advanced word processing, spreadsheet, presentation and database software.</li> <li>• Specialized software related to functional area.</li> <li>• Intermediate mathematical calculations, including the comprehension of ratios and percentages.</li> </ul> |

- | <b>ABILITIES</b>  |
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| <ul style="list-style-type: none"> <li>• Develop and administer a project budget.</li> <li>• Establish, monitor, and control projects and schedules.</li> <li>• Plan, organize, supervise, and review the work of staff and consultants.</li> <li>• Create and deliver training curriculum as required.</li> <li>• Provide technical advice to professional and technical staff in solving complex issues, regulations and compliance problems.</li> <li>• Supervise the collection, analysis, and interpretation of data and information.</li> <li>• Participate in statistical and technical research on planning, accessibility, economic, and transportation problems.</li> <li>• Recognize problems, perform research, analyze, and evaluate complex environmental data, prepare reports, and develop recommendations.</li> <li>• Develop alternatives and resolve conflicts among competing interests.</li> </ul> |



- Communicate clearly and concisely, orally and in writing; make presentations before large and small groups, including the summarization of statistical information for audiences of assorted disciplines
- Conduct meetings and lead discussions.
- Establish and maintain effective, cooperative working relationships with professional and technical staff, consultants, various governmental agencies, and the general public.
- Interpret and apply federal, state and local policies, procedures, laws, ordinances and regulations, including ADA requirements.
- Negotiate and develop contracts and agreements.
- Analyze and solve program and/or technical problems/issues and take appropriate corrective action.
- Effectively manage and motivate employees.
- Prioritize work and meet critical deadlines.
- Interpret, analyze, and apply the general guidelines of the ADA transportation provisions in establishment of District policies related to disabled and elderly services.
- Continue education on ADA issues, including regulations, court rulings, federal guidance, and available resources.
- Promote awareness and collaborate effectively with management regarding issues related to passengers with special needs.
- Educate District personnel on issues related to services to passengers with disabilities and the elderly.
- Analyze data and situations accurately; independently identify needs, alternatives, and courses of action; make sound decisions and take or recommend appropriate related action.
- Work in a fast-paced environment and meet deadlines.
- 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.
- Effectively address public agencies particularly the disabled/elderly community coalitions, and conduct meetings with these groups.
- Establish and maintain multi-agency working relationships and effectively resolve conflict, as well as act as liaison to the community on paratransit related issues.



**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; communicating with co-workers; observing work site
Sitting	F	Desk work; meetings
Walking	O	To other departments/offices/office equipment; around work site
Lifting	R	Files; supplies; equipment
Carrying	R	Files; supplies; equipment
Pushing/Pulling	R	File drawers
Reaching	R	For supplies; for files
Handling	R	Paperwork
Fine Dexterity	F	Computer keyboard; telephone pad
Kneeling	R	Retrieving items from lower shelves/ground
Crouching	R	Retrieving items from lower shelves/ground
Crawling	N	
Bending	R	Retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	R	Stairs
Balancing	N	
Vision	F	Observing work site; reading; computer screen
Hearing	F	Communicating with co-workers
Talking	F	Communicating with co-workers and on telephone
Foot Controls	N	
Other (specified if applicable)		

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

Telephone and 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	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:**

<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	R
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	R
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.