



ACCESS COORDINATOR

JC: QC208
PG: E
FLSA: Exempt

BU: 31 (AFSCME)
Created: June 2015

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under minimal supervision, improves and increases access to BART stations, primarily by bus, shuttle, and by working; works with private providers, bus operators, and various partner agencies to better coordinate the intermodal areas at BART stations; advises large organizations on the feasibility of shuttle operation serving BART stations; assists in identifying operating funding sources and explores opportunities for sharing shuttles among multiple sponsors; works on a broad range of customer access issues; and performs duties as assigned.

CLASS CHARACTERISTICS

REPORTS TO:

This position reports to the Department Manager of Customer Access and Accessibility or his/her designee.

EXAMPLES OF DUTIES - *Duties may include, but are not limited to, the following:*

1. Serves as a liaison for the Customer Access Department with other divisions, departments and with internal and external advisory committees regarding customer access issues; negotiates and resolves sensitive and controversial issues.
2. Performs complex analytical tasks in support of the District customer access programs; evaluates various aspects of the assigned customer access programs; develops and implements operational services, policies and procedures.
3. Establishes schedules and methods for providing customer access services; identifies and reviews resource needs with appropriate management staff; allocates resources accordingly; monitors the operation and activities associated with customer access in field locations and at station facilities; recommends and implements changes as needed.
4. Prepares and presents staff reports and other necessary correspondence and provides the Department's/District's support responsibilities for various task forces and committees.

5. Works with the numerous public transit operators that feed and pick up passengers to our stations on curb management, signage, passenger information and amenities to improve the patron transit accessibility experience; ensures that BART remains fully compliant with the regulations of the American with Disabilities Act.
6. Builds, maintains, and manages inventory of shuttles, including organizations connected with the shuttles, maps, time schedules, rate schedules, and contacts; reviews and comments on internal and external projects and documents that have station access components.

QUALIFICATIONS

Knowledge of:

- Operations, services, and activities related to a variety of transportation access programs.
- Familiarity with Americans with Disability Act and patron accessibility.
- Procedures and practices of Shuttle Bus Coordination services.
- Principles and practices of finance and funding.
- Procedures and practices of procurement and contract management.
- Related Federal, State, and local codes, laws, and regulations.

Skill/Ability in:

- Participating in negotiations of agreements with local agencies, developers and private organizations.
- Evaluating District Access requirements.
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals.
- Operating office equipment including computers and supporting word processing.
- Performing the duties of project management.
- Being a liaison to internal and external stakeholder spreadsheet applications.
- Establishing and maintaining effective working relationships with those contacted in the course of work.
- Interpreting and applying applicable Federal, State, and local policies, laws, and regulations

MINIMUM QUALIFICATIONS

Education:

Possession of a bachelor's degree in transportation planning, urban planning, business, public administration or a related field from an accredited college or university.

Experience:

The equivalent of three (3) years of professional verifiable experience in professional planning, project management or business management experience.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year

Access Coordinator

Page 3

basis. A college degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment; computer room environment; exposure to computer screens.

Physical Conditions:

May require maintaining physical condition necessary for sitting for prolonged periods of time; extensive use of computer keyboard.

BART EEO-1 Job Group: 3500 - Professional

Census Code: 0710 – Management Analysts

Safety Sensitive: No