



MANAGER OF ACCESS AND ACCESSIBLE SERVICES

JC: 000024
PB: 9
FLSA: Exempt

BU: 95 (NR)
Created: February 2008
Revised: June 2019

*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 general direction, manages the activities and operations of District's Access and Accessible Services program within the Customer Access Department including planning, developing, implementing and managing budget development and monitoring, long and short-term planning; coordinates assigned activities with other divisions, departments, outside agencies and special interest groups; provides highly complex support to the Director of Customer Access; performs related duties as assigned.

CLASS CHARACTERISTICS

This full scope supervisory/managerial classification directs, through subordinate professionals, the operations and activities of the District's Access and Accessible Services program. Positions at this level are accountable for developing and promoting the accomplishment of departmental goals and objectives as applicable to their respective areas of accountability including responsibility for formulating, administering, or managing the implementation of multiple policies or programs and overseeing and planning future delivery of services. This classification is distinguished from the Director of Customer Access in the latter has overall management responsibility for District's Customer Access programs and projects.

REPORTS TO

Director of Customer Access and Accessibility or designee.

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

1. Manages the activities and operations of District's Access and Accessible Services program within the Customer Access Department including planning, developing, implementing and managing budget development and monitoring, long and short-term planning including , but is not limited to disabled accessibility, ADA compliance, pedestrian access, transit coordination and way finding.
2. Plans, directs, coordinates and reviews the work plan for the Access and Accessible Services projects and programs; reviews and evaluates work products, methods and procedures and meets with staff to identify and resolve problems.

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3. Represents the interests of people with disabilities in all aspects of BART planning and operational activities; provides expert advice and support to project managers and other departments in addressing accessibility issues.
4. Tracks and responds to regulatory changes and recommends policy or practice changes to reflect current standards and maintain compliance.
5. Provides and coordinates departments on ADA district information and response for audit compliance.
6. Oversees staff of the BART Accessibility Advisory Task Force, a citizen committee, which provides a citizen input and review of BART services and capital projects.
7. Manages the ADA component of Station agent training program on ADA and disability sensitivity.
8. Ensures customer information meets policy and goals; provides customer developed policy, goals, and guidelines for ADA and accessibility.
9. Reviews plans for access and accessibility improvements using customer input.
10. Evaluates the effectiveness of the Access and Accessible Services programs; develops and ensures implementation of modifications to the program.
11. Determines and oversees a variety of studies, investigations and operational processes, modifies program, policies and procedures to ensure legal compliance and program efficiency.
12. Monitors industry standards and legislation related to ADA, Access and Accessible Services and evaluates impact upon District's operations; implements practice and procedural improvements.
13. Manages Accessibility Development of Elevator Mitigation Program in response to litigation regarding alternative services for elevator dependent riders to address elevator outages.
14. Develops and administers the Programs' annual budget; oversees the financial aspects and budgets for contracted services, ensures all work performed by contractors adheres to financial and budgetary constraints.
15. Selects, trains, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
16. Directs and reviews assigned aspects of the preparation, publication and distribution of passenger publications and promotional materials.
17. Serves as a liaison for Access and Accessible Services program within the Customer Access Department with other divisions, departments and outside agencies, community and business groups; negotiates and resolves sensitive and controversial issues.

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18. Responds to and resolves difficult and sensitive citizen inquiries and complaints, including referrals from the Board of Directors.
19. Attends and participates in professional group meetings; stays abreast of trend, innovations and legislation for parking, transit, shuttle and transportation access.

QUALIFICATIONS

Knowledge of:

- Principles and practices of the Americans with Disabilities Act
- Methods of transit, pedestrian, and accessible services planning
- Principles and practices of mass transit
- Principles and practices of transportation planning
- Principles of joint program administration
- Principles and practices of contract administration
- Principles and practices of budget preparation and administration
- Principles of supervision, training and performance evaluation
- Related Federal, State and local laws, codes and regulations

Skill/Ability in:

- Overseeing and participating in the management and implementation of access and accessible services programs
- Directing the planning, design and implementation of joint transportation programs
- Interpreting, analyzing and applying Federal, State and local policies, laws and regulations
- Selecting supervising, training and evaluating staff
- Participating in the development and administration of program goals, objectives and procedures
- Preparing and administering program budgets
- Preparing clear and concise administrative and financial reports
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals
- Researching, analyzing and evaluating new service delivery methods and techniques
- Interpreting and applying Federal, State and local policies, laws and regulations
- Communicating clearly and concisely, both orally and in writing
- Establishing and maintaining effective working relationships with those contacted in the course of work

MINIMUM QUALIFICATIONS

Education:

Bachelor's degree in Public Administration or a related field from an accredited college or university.

Experience:

Five (5) years of (full-time) professional verifiable experience in access and accessibility programs, ADA or related experience which must include at least two (2) years of management experience.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

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WORKING CONDITIONS

Environmental Conditions:

Office and field/station environment; exposure to computer screens; may be subjected to inclement conditions.

Physical Conditions:

May require maintaining physical condition necessary for sitting for prolonged periods of time, driving a vehicle and walking around station environments and facilities.

BART EEO-1 Job Group:

Census Code:

Safety Sensitive: No