



MANAGER OF ADA AND ACCESSIBLE SERVICES

FC: ADM000024
PB: 09
FLSA: Exempt

PC: 930
BU: 95 (NR)
Created: February 8, 2008

*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

Directs, manages, supervises and coordinates the activities and operations of the District's ADA and Accessible Services Program 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 administrative support to the Department Manager, Customer Access Department; and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position class manages the District's ADA compliance program, both through subordinate BART staff and contractors. The incumbent is accountable for developing and accomplishing program goals and objectives and for furthering District objectives within general policy guidelines. This class is distinguished from the Department Manager, Customer Access in that the latter has overall management and planning responsibility for customer access throughout the District.

REPORTS TO

This position reports to the Department Manager, Customer Access.

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

1. Assumes management responsibility for the coordination and monitoring of the ADA and Accessible Services Program which includes, but is not limited to disabled accessibility, ADA compliance, pedestrian access, transit coordination and wayfinding.

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2. Assumes the responsibility for program development, operations, long and short-term planning, procurement, negotiation and management of contracts and agreements and program monitoring.
3. Manages, develops and implements goals, objectives, policies and priorities; recommends and administers policies and procedures for the ADA and Accessible Services program, including preparation of reports and recommendations for the Executive staff and Board of Directors.
4. Manages and evaluates the effectiveness of the ADA and Accessible Services program areas; develops and ensures implementation of modifications to the program.
5. Determines and oversees a variety of studies, investigations and operational processes, modifies program, policies and procedures to ensure legal compliance and program efficiency.
6. Plans, directs, coordinates and reviews the work plan for the ADA and Accessible Services projects and programs; reviews and evaluates work products, methods and procedures and meets with staff to identify and resolve problems.
7. Monitors industry standards and legislation related to ADA and Accessible Services and evaluates impact upon District's operations, develops and implements practice and procedural improvements.
8. 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.
9. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
10. Directs and reviews assigned aspects of the preparation, publication and distribution of passenger publications and promotional materials.
11. Serves as a liaison for ADA 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.
12. Provides responsible staff assistance to the Department Manager, Customer Access Department.
13. Attends and participates in professional group meetings, stays abreast of

new trends, innovations and legislation in the fields of parking, transit, shuttle and transportation access and planning.

14. Responds to and resolves difficult and sensitive citizen inquiries and complaints, including referrals from the Board of Directors.

QUALIFICATIONS

Knowledge of:

Compliance regulations relating to the Americans with Disabilities Act.

Methods of transit, pedestrian, and accessible services planning.

Principles and practices of budget preparation and administration.

Methods and techniques of financial reporting and compliance.

Knowledge of supervision, training and performance evaluation.

Principles of joint program administration.

Principles of procurement and contract administration and compliance.

Federal, State and local codes and regulations.

Skill in:

Directing the planning, design and implementation of ADA and Accessible Services programs.

Interpreting, analyzing and applying Federal, State and local policies, laws and regulations.

Communicating clearly and concisely both orally and in writing.

Selecting supervising, training and evaluating staff.

Administering contracts and managing contracted staff.

Participating in the development and administration of program goals, objectives and procedures.

Preparing and administering program budgets.

Researching, analyzing and evaluating new and existing programs and services.

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.

Establishing and maintaining effective working relationships with those contacted in the course of the work.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in planning, engineering public or business administration, or a closely related field from an accredited college or university.

Experience:

Five (5) years of (full-time equivalent) verifiable accessibility program management experience, which must have included at least two (2) years of supervisory experience.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record.

Substitution:

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

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.

EEOC Code: 01

Safety Sensitive Designation: No