



Accessible Services Manager

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
363	Exempt	1 – Officials/Administrators	AFSCME	10	REV 12-15-03	1131	1 of 1

DEFINITION: Under general supervision, manages and participates in the research, development, and implementation of transportation service programs for individuals with disabilities; administers the budget of the Accessible Services department; and monitors regulatory compliance, as well as the effectiveness of department programs and procedures.

REPORTS TO: The Deputy General Manager – Service Development, or designee.

ESSENTIAL FUNCTIONS include, but are not limited to the following:

- Supervises and participates in the research, development, and implementation of transportation services for individuals with disabilities, and makes recommendations for additional and/or revised services.
- Develops contract specifications and Requests for Proposals (RFPs) on Paratransit and the broker service provider, and administers the activities and monitors the performance of the broker.
- Develops the Accessible Services budget, reviews and monitors expenditures, and establishes Critical Business Outcomes for the Accessible Services department.
- Negotiates service contracts; prepares memoranda and written reports; and makes oral presentations to the Board of Directors, service users, advisory committees, community and advocacy groups, and government agencies.
- Develops and implements policies, procedures, and practices regarding fixed route accessibility.
- Works collaboratively with District personnel, advisory and advocacy groups, and representatives of other agencies to identify accessibility needs and develop solutions.
- Researches, investigates, and responds to inquiries and concerns related to accessible services and Paratransit programs.
- Conducts service-user orientations and in-service training regarding accessibility policies and procedures.
- Performs related duties as required.

MINIMUM QUALIFICATIONS:

Knowledge Of: Transportation related accessibility issues and current service trends; pertinent and current local, state, and federal rules, regulations, and laws regarding accessible services and paratransit services including the Americans with Disabilities Act of 1990 (ADA); budget preparation and administration; and the service needs and transportation requirements of individuals with disabilities.

Ability To: Prepare and present effective written and oral reports to District staff, the Board of Directors, service users, governmental agencies, advisory committees, and community groups; develop a budget, and continually monitor expenditures; research and develop proposed service enhancements and analyze the cost/benefit of various alternatives; communicate effectively both orally and in writing; effectively use personal computers and currently used software for word processing and spreadsheets; and establish and maintain effective working relationships with District staff, service brokers and providers, and the public using principles of good customer service.

Education/Training: Equivalent to a Bachelor’s degree in an applicable field.

Experience: Five (5) years administering service programs for individuals with disabilities that may have included planning and addressing transportation accessibility issues. Two (2) years of the required experience must have been at the managerial level. Transportation planning experience is desirable.

License/Certification: None S:\HR\Data 12-01-01\Class-Comp\Class Specs\AccessSrvcMgr-REVISED 12 03-CS.doc

This Class Specification is intended to present a descriptive list of the range of essential functions performed by an incumbent in this class, but is **not** intended to reflect all duties performed within the job.

Established 11/19/97.
This revision 12/15/03

Approved by Rick Fernandez, General Manager

Date