



## Senior Accessible Services Specialist

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
364	Exempt	2 - Professional	AFSCME	8	REV 12-07	1131	1 of 2

**DEFINITION:** Under general supervision; implements and monitors District transportation service programs for individuals with disabilities; makes recommendations for new or modified services; and provides information and training regarding Americans with Disabilities Act (ADA) requirements, and Accessible Services programs and activities.

**REPORTS TO:** The Accessible Services Manager, or designee.

**REPRESENTATIVE FUNCTIONS may include, but are not limited to:**

- Supervises and participates in the research, development, and implementation of transportation services for individuals with disabilities; makes recommendations for additional and/or revised services; and implements policies, procedures, and practices regarding fixed route accessibility issues.
- Builds and maintains collaborative relationships with regional partners; including other public transit agencies, advocacy groups, social service agencies, medical social workers, and private not-for-profit Paratransit service providers; to identify accessibility needs and develop potential solutions.
- Develops pro-active strategies for the promotion of a mode shift from demand-responsive Paratransit service to District fixed-route services for individuals with disabilities.
- Consults with the broker, service provider, and Information Services staff to implement, operate, and monitor the East Bay Paratransit Mobile Data Computer/Automatic Vehicle Locator program; and to develop and monitor the in-person Paratransit eligibility certification program.
- Monitors the activities, and evaluates the performance of brokers and contract service providers to ensure efficient, quality service.
- Researches, investigates, and responds to inquires and concerns, regarding Paratransit services.
- Designs and conducts targeted consumer education, outreach, and usage activities.
- Makes oral presentations and prepares memoranda and written reports on accessibility service issues to the Board of Directors, staff, service users, governmental agencies, advisory committees, and community groups.
- Conducts service-user orientations, in-service training, and sensitivity training for fixed-route Bus Operators.
- May perform the duties of the Accessible Services Manager on a temporary basis, in her/his absence.
- Performs related duties as required.



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### MINIMUM QUALIFICATIONS:

**Knowledge Of:** The Americans with Disabilities Act of 1990 (ADA); pertinent local, state, and federal rules, regulations and laws regarding accessible and Paratransit services; transportation related accessibility issues and current service trends; the service needs and transportation requirements of individuals with disabilities; personal computers and current software for word processing, spreadsheets, and presentation at the intermediate level of proficiency; the principals and practices of supervision; report writing, and business English usage.

**Ability To:** Communicate effectively in English both orally and in writing; prepare and present effective written and oral reports on accessibility service issues, as well as training and informational programs and materials to a variety of diverse audiences including the Board of Directors, District staff, service users, governmental agencies, advisory committees, and community groups; provide input to the department's budget and monitor expenditures; research, develop, and analyze the cost/benefit of proposed service enhancements; supervise and motivate assigned staff; and establish and maintain effective working relationships with those contacted in the course of work using principles of excellent customer service.

**Education:** Equivalent to a Bachelor's degree in transportation planning, public administration, business or related field that included training and exposure to the Americans with Disabilities Act (ADA) and related issues.

**Experience:** Five (5) years of recent and verifiable professional level experience overseeing transportation service programs that addressed accessibility issues; which included at least three (3) years in a supervisory capacity.

**Physical Requirements:** (1) Must maintain the physical condition necessary to perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment. (2) Must maintain the mobility necessary to travel to various locations within the AC Transit District.

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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.

Est. 3/22/00.  
First revision 12/07

Approved by Rick Fernandez, General Manager

Date