



SAN JOAQUIN REGIONAL TRANSIT DISTRICT

# MOBILITY SUPERVISOR (ADA Accessible Services and Contracts)

## **SALARY RANGE**

\$33.65 - \$50.48 Hourly  
\$70,000.00 - \$105,000.00 Annually  
(Depending on Qualifications)

## **JOB SUMMARY:**

Under general supervision, oversees the eligibility determination process for San Joaquin Regional Transit District's (RTD) accessible services programs, including review and determinations of American with Disabilities Act (ADA) Paratransit eligibility program; monitors responses or responds to inquiries or concerns regarding ADA Paratransit eligibility and or other Paratransit issues. Position supervises mobility staff, oversees contracted service providers, works with other organizations and or committees, and performs related work as assigned.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The following statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The incumbent must be able to perform the essential functions of this job with or without reasonable accommodations.*

1. Provides oversight of RTD Mobility staff or contracted service providers to ensure the ADA paratransit eligibility determination process, including reviewing, approving, and documenting reasons for eligibility or denial are performed within ADA regulatory requirement and in accordance with contractual guidelines; completes written or electronic records; oversees and trains Mobility or other staff in the eligibility determination processes and related clerical and reporting functions; identifies, monitors, evaluates, and tracks all ADA activities through audits, statistical and narrative records, and reports on ADA activities.

2. Performs oversight of the ADA Paratransit eligibility determination appeals process, including scheduling hearings and coordination with Mobility and other staff reviewers and panels; assists in consulting with clients and their representatives; assists in the resolution of ADA or Mobility related complaints; recommends strategies for improving ADA services, processes, and procedures; analyzes ADA ridership and profiles and recommends strategies for improving delivery of ADA dial-a-ride (DAR) On-Demand, or deviated-Hopper services.
3. Participates in the designing, planning, developing, and administering training and development strategies and for programs regarding the ADA. Ensures that Mobility staff and contracted service providers are meeting the needs of persons with disabilities, by applying principles of adult learning and proven methods for effective delivery of training for differing skills and competencies; assessing training and development needs through consultation with management and Mobility staff and contracted service providers; evaluating the effectiveness of current or potential training and development programs; developing and recommending goals and plans of action to meet identified needs; selecting appropriate training methods; designing and developing training and instructional materials, and presentation and visual aids; compiling and analyzing training cost data; preparing and recommending budget requests consistent with agreed-upon training priorities.
4. Advises management and staff on difficult and sensitive ADA related issues; represents RTD in community or public hearings and at various regulatory, committees, and organizations regarding RTD's ADA accessible services; participates in the development of policies and procedures.
5. Performs periodic audits of all contracted services, i.e., Paratransit, Eligibility, and other current and or future contracted services.
6. Ensures services are rendered under contractual requirements, billing is accurately reflected, applies any incentive awards, penalties or liquidated damages incurred by contracted service providers.
7. Prepares a variety of reports, correspondence, and records as required by the Director, CEO, and other public or regulatory entities.
8. Presents information, proposals, and/or recommendations clearly, logically, and persuasively in public meetings.
9. Manages and oversees contract compliance for Access San Joaquin services and other RTD related contractors and programs.
10. Represents RTD at meetings and with local partners.
11. Performs other incidental and related duties as required and assigned.

## **QUALIFICATIONS:**

### **Knowledge of:**

1. Laws, regulations, and reporting requirements dealing with persons with disabilities and the elderly, including the ADA and Sections 503 and 504 of the Rehabilitation Act.
2. Requirements under Reasonable Accommodation and Reasonable Modification regulations.
3. Principles and practices of paratransit demand response operations, service delivery, eligibility criteria, and eligibility certification methods.

4. Various kinds of disabilities, their related functional abilities, and accommodation tools.
5. Modern management theory and practices.
6. Conflict resolution, negotiation, and mediation techniques.
7. RTD policies, procedures, and programs.
8. Trends in ADA and mobility development.
9. Theory, principles, practices, and techniques of training and instruction; particularly as related to adult development in an employer setting.
10. Appropriate terminology in discussing disabilities, and related functional limitations in accessing fixed route service.
11. Contract compliance requirements.
12. Research methods and analysis techniques.
13. Excellent organizational and presentation skills.
14. Program analysis, cost/benefit evaluation, budget preparation, capital and financial forecasting techniques, project management and project control.
15. Principles and practices of sound business communication.
16. Microsoft Office Suite, including Word, Excel, Access, and PowerPoint.
17. English usage, spelling, grammar and punctuation.
18. Customer service principles and practices.
19. RTD human resources policies and procedures and labor contract provisions.

**Ability to:**

1. Interpret, analyze, and apply the general guidelines of the ADA transportation provisions in establishment of RTD policies related to disabled and elderly services.
2. Analyze complex technical laws and regulations.
3. Manage and oversee contract compliance with ADA service providers and programs, and other contracted services assigned.
4. Work with people with disabilities and older adults and representatives from the disability community and social services agencies.
5. Understand and develop training techniques for commonly used assistive devices.
6. Assess training and development needs and design cost effective programs and approaches to meet needs and deliver effective training programs.
7. Assess and serve the needs of customers, including those from culturally diverse backgrounds, the elderly, persons with disabilities, or other vulnerable populations.
8. Develop and maintain a responsive, goal-oriented approach to the resolution of issues.
9. Build coalitions, community relations, public process, contract management and employee relations.
10. Promote awareness and collaborate effectively with management regarding issues related to passengers with special needs.
11. Continue education on ADA issues, including regulations, court rulings, federal guidance, and available resources.
12. Manage, interpret, and apply contractual language for a variety of contracted service providers.
13. Identify non-compliance of contractual requirements, initiate corrective measures to meet compliance, and or apply punitive penalties as required.

14. Represent RTD effectively in public settings on a variety of issues.
15. Define issues, analyze problems, evaluate alternatives, and develop sound recommendations in accordance with laws, regulations, rules, and policies.
16. Organize, set priorities, and meet deadlines.
17. Interpret RTD personnel policies and procedures and applicable local, state, and federal legislation.
18. Operate a computer using word processing and other business software.
19. Gather, analyze, apply data and provide performance reports based on the data.
20. Organize and maintain office and specialized confidential files and records.
21. Communicate clearly and effectively, orally and in writing.
22. Understand and follow oral and written instructions.
23. Prepare clear, concise, and comprehensive correspondence, reports, studies, and other written materials.
24. Establish and maintain effective working relationships with all levels of RTD management, Board of Directors, employees, employee organizations and their representatives, other governmental officials, community groups, and the public.
25. Supervise and develop staff.

### **Education, Training and Experience:**

*A typical way of obtaining the knowledge, skills, and abilities outlined above is:*

Graduation from an accredited two-year or four-year college or university with major coursework in public or business administration, vocational rehabilitation, or a closely related field; and five to seven years of progressively responsible ADA and/or mobility-related program management experience, including the design and delivery of ADA and/or mobility-related programs, including experience in a senior role or supervisory capacity; or an equivalent combination of training and experience. One (1) additional year of the required experience may be substituted for each year (30 semester hours) of the required education.

### **Licenses; Certificates; Special Requirements:**

A valid California Class C driver's license.

Experience in a public transit agency or governmental setting is preferred.

### **PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

#### **Physical Demands:**

While performing the duties of this class, an employee is regularly required to sit, talk and hear, in person and by telephone, use hands repetitively to or operate standard office equipment, and reach with hands and arms. The employee is frequently required to stand

and walk; stoop, kneel, bend, or crouch; and lift up to ten pounds. The employee occasionally lifts up to 25 pounds.

Specific vision abilities required by this class include close vision and the ability to adjust focus.

**Mental Demands:**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information, and documents; analyze and solve complex problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with all levels of RTD management, staff, employees, representatives of employee organizations, other governmental officials, and the public.

**Work Environment:**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**EMPLOYMENT PROCESS:**

Applicants must complete and submit an official application form. The standards as stated on the front of the job announcement represent only the minimum required to fill an application. Resumes will be accepted but may not be substituted for the required application form. Meeting the listed standards does not guarantee that a candidate will be invited for an interview as the Human Resources Department reserves the right to limit the number of candidates to the most qualified for the vacancy. The selection process for this position may include a written assessment. All statements made on the application are subject to verification and investigation. False statements will be cause for disqualification, removal from the eligible list or termination of employment.

Employment is conditional upon successfully passing all pre-employment screens. Substance abuse tests paid by the Transit District are required of each prospective employee. Candidates are cautioned that offers of employment are conditional and subject to the satisfactory completion of DOT physical examination (for safety sensitive positions), substance abuse drug and alcohol tests, reference checks, and a background investigation.

**San Joaquin Regional Transit District is an Equal Opportunity/Affirmative Action employer.**

**BENEFITS:**

**The District offers a competitive employee benefit program that includes:**

**INSURANCE:** RTD provides comprehensive health and dental insurance package for all full-time employees and their dependents. RTD also provides \$20,000 life insurance for all full-time employees.

**SICK LEAVE:** Twelve (12) days per year for all full-time employees.

**VACATION:** Two (2) weeks to six (6) weeks depending on length of service for full-time employees.

**RETIREMENT:** RTD participates in a 401(a) retirement plan in which RTD provides a generous match.

**The provisions of this bulletin are subject to change without notice and do not constitute an express or implied contract.**