

JOB OPENING ANNOUNCEMENT

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Employment Hotline 650-508-6308

July 12, 2021

TITLE: Accessibility Specialist
EMPLOYMENT TYPE: Non-Exempt (Full-Time)
DIVISION: Bus (Accessible Transit Services)
APPLICATION DEADLINE: Friday, AUGUST 6, 2021
PAY RANGE: \$26.10 \$42.87 hourly (\$54,279 - \$89,167 estimated annual)

JOB SUMMARY: The Accessibility Specialist reports to the Accessibility Coordinator and is responsible for assisting in the planning of accessible transportation services on paratransit, bus and commuter rail for individuals with disabilities for the San Mateo County Transit District (SamTrans), and the Peninsula Corridor Joint Powers Board (Caltrain).

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Review and summarize Americans with Disabilities Act (ADA) and other disability-related regulations and updates from Federal Transportation Authority (FTA), regarding service, vehicles, and facilities for the Accessible Services management team.
- Provide administrative support to the Accessible Services team.
- Liaison to Bus Operations, Rail Operations, external, and internal customers regarding customer complaints.
- Conduct research and perform analysis to support the provision of accessible services.
- Coordinate meetings of the SamTrans and Caltrain disability advisory groups.

EXAMPLES OF DUTIES:

- Determine trip-by-trip eligibility of customers that complete travel training.
- Monitor use of fixed route and Redi-Wheels by customers who complete travel training.
- Maintain resource file on ADA policy, policy proposals and guidelines issued by federal and State agencies.
- Respond to complaints from customers with disabilities verbally and in writing.
- Prepare reports, meeting minutes and correspondence.
- Attend public and technical meetings for seniors and disabled community groups.
- Perform all job duties and responsibilities in a safe manner to protect one's self, fellow employees and the public from injury or harm. Promote safety awareness and follow safety procedures in an effort to reduce or eliminate accidents.
- Performs other duties as assigned.

SUPERVISION: Works under the general supervision of the Accessibility Coordinator, who establishes goals and objectives and evaluates performance.

MINIMUM QUALIFICATIONS: Sufficient education, training and experience to demonstrate the knowledge and ability to successfully perform the essential functions of the position. Development of the required knowledge and abilities is typically obtained through but not limited to:

- Bachelor's degree in public administration, communications, or related field.
- Two (2) of years full-time experience working in Public Transit, or Paratransit environment.

PREFERRED QUALIFICATIONS:

- Experience in bus or rail operations.
- Experience in accessible transportation services or working with people with disabilities is desirable.
- Knowledge of the Americans with Disabilities Act.
- Demonstrated working experience with Microsoft Office Suite (Word, Excel, and PowerPoint).
- Possess effective written and oral communication skills.

SELECTION PROCESS MAY INCLUDE:

The process will include a panel interview and may include written and skills test assessments or supplemental questions. Only those candidates who are the most qualified will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to continue in the process. Selected candidate must successfully complete a background investigation.

CURRENT EMPLOYMENT BENEFITS AT SAMTRANS:

For additional information on SamTrans benefits, please visit, <https://www.smctd.com/jobs.html#benefits>

Holidays:	Seven paid holidays, plus up to four floating holidays per year
Time Off:	Paid Time Off: Up to 21 days per year
Cafeteria Plans:	Medical, dental, vision care, group life insurance and more
Transportation:	Free Bus Transportation for employees and qualified dependents
Pension:	Social Security and California Public Employees Retirement Systems (CalPERS) <ul style="list-style-type: none">• Classic Members – 2% @ 60 benefit formula, 3 year average of highest compensation• New Members – 2% @ 62 benefit formula, 3 year average of highest compensation

HOW TO APPLY:

- To apply, please visit the www.smctd.com/jobs.html. Complete an online employment application and supplemental questionnaire by 11:59 pm on **Friday, August 6, 2021**. A resume will not be accepted in lieu of the application and supplemental questionnaire. Incomplete application will not be considered.
- The Human Resources Department will make reasonable efforts in the recruitment/examination process to accommodate applicants with disabilities upon request. If you have a need for an accommodation, please contact the Human Resources Department at (650) 508-6308.
- SamTrans celebrates diversity and is committed to creating an inclusive, and welcoming workplace environment. We are an Affirmative Action/Equal Opportunity Employer. Minorities, Women, Persons with Disabilities and Veterans are encourage to apply.