



We connect people, places and communities!

Job Description

Manager, ADA Compliance Programs - (21000099)

Description

POSITION SUMMARY

Oversees CTA's compliance with the Americans with Disabilities Act (ADA) and other related laws. Serves as the facilitator for CTA's ADA Advisory Committee and trainer of customer-facing employees. Works with staff at all levels of various departments to ensure the disability community's equal access to the Authority's services and facilities. Acts as CTA's point person on disability-related issues.

Qualifications

PRIMARY RESPONSIBILITIES

- Researches, initiates, develops, and helps implement projects to enhance accessibility for rail and bus customers with disabilities. Works with staff from various departments and external areas to improve CTA's transit system, vehicles and services for people with disabilities.
- Coordinates and conducts regular meetings and other activities with CTA's ADA Advisory Committee and other members of the disability community to provide community input into the enhancement of CTA's bus and rail service, vehicles and facilities for people with disabilities.
- Develops and delivers training programs for supervisory and front-line employees regarding the requirements of the ADA.
- Reviews CTA's capital construction projects from design through completion for ADA compliance. Evaluates vehicle, facility and equipment alterations/upgrades for ADA compliance.
- Evaluates rail and bus procedures as member of CTA's Standard Operating Procedures Committee. As voting member of CTA's Accommodation Review Committee, reviews employee requests for accommodations for medical conditions. Supports the Law Department by providing subject-matter expertise at hearings, in depositions, etc.
- Represent CTA at ADA-related meetings and in programs with other transit, governmental and human services agencies. Liaises between CTA and the Federal Transit Administration (FTA) and Regional Transit Authority (RTA) regarding ADA compliance and responds to ADA-related federal Notices of Proposed Rule Making. Ensures CTA's fulfillment of FTA and RTA audit requirements. Keeps up to date on relevant federal, state and local laws.
- Monitors ADA-related customer service complaints. Responds to inquiries regarding the Authority's ADA compliance and customers' accessibility concerns and suggestions.
- Seeks opportunities and responds to requests to participate in community activities, fairs, exhibits, meetings, and training/education programs regarding transit services for customers with disabilities
- Hires, trains, develops, monitors, and evaluates performance of staff. Reviews and recommends personnel actions for approval.
- Performs related duties as assigned.

CHALLENGES

- Ability to work effectively with staff and employees from various departments and areas regarding compliance with the Americans with Disabilities Act (ADA) and other access laws
- Ability to work effectively with members of and representatives of the disability community regarding access to and usability of the Authority's transit services.

EDUCATION/EXPERIENCE REQUIREMENTS

- Bachelor's degree in Liberal Arts, Public Policy, Geography, transportation management, urban planning or disability studies required.
- Graduate degree preferred.
- Direct experience of the challenge of a disability or considerable contact with people with disabilities preferred.
- Previous experience communicating with and meeting the needs of people with disabilities and seniors.

PHYSICAL REQUIREMENTS

- Requires sitting for extended periods of time, standing, visual acumen, manual dexterity, and fingering for working with computer keyboards.
- Must be fully vaccinated against Covid-19

KNOWLEDGE, SKILLS, AND ABILITIES

- General knowledge of the Americans with Disabilities Act (ADA) and other disability-related laws as they relate to public transit, public accommodations and employment.
- Strong Organizational and administrative skills necessary to effectively execute the duties and responsibilities of this position.
- Ability to develop and maintain amiable relations with various levels of Authority personnel and a wide spectrum of external contacts.
- Ability to write and express oneself orally in a clear, concise and comprehensible manner.
- Ability to exercise discretion when processing documents, or data considered to be confidential or privileged information.
- Moderate skill in operating personal computer systems to develop and maintain business applications using standard software programs.

WORKING CONDITIONS

- General office environment.

- Subject to work outside normal business hours (including evenings and weekends) in order to attend scheduled events, community meetings or to conduct site visits, etc.
- May be required to work various days and hours (including evenings and weekends) to meet project deadlines or respond to CTA emergencies.
- May be required to travel to and from CTA locations.
- Subject to weather conditions when traveling to field locations

EQUIPMENT, TOOLS, AND MATERIALS UTILIZED

- Personal computer, various computer programs; printer; copier; fax; measuring tape

Additional Details

Please note, employees and/or union members will be given priority consideration in the hiring process, per the applicable labor contracts.

Final salary will be determined in part by the qualifications of the selected candidate and may be higher or lower than target.

Applicants, if hired, must comply with CTA's residency ordinance.

CTA IS AN EQUAL OPPORTUNITY EMPLOYER

No employee or applicant for employment will be discriminated against because of race, color, creed, religion, sex, marital status, national origin, sexual orientation, ancestry, age, unfavorable military discharge, disability or any other status protected by federal, state, or local laws; except where a bona fide occupational qualification exists. We are committed to providing an inclusive environment for our workforce and supporting the communities we serve. CTA will make reasonable accommodations for the known disabilities of otherwise qualified applicants for employment as well as its employees, unless undue hardship would result. If you require an accommodation in the application or hiring process, please contact arc@transitchicago.com prior to the submission of your application or upon notification of your actual test date. CTA will work with you to determine if an accommodation can be provided.

Primary Location USA-Illinois-Chicago

Job Scheduling

Posting Date Nov 19, 2021

Position Type: Full-time Permanent (FTP)