**JOB CODE: MNP311**

**JOB TITLE: Access Compliance Mgr**

 **JOB SUMMARY**Participates in meaningful transformation of existing Accessibility compliance processes. This individual will apply organizational and problem-solving skills to support compliance-related project tasks and deliverables. Contributes to the project from original concept through final implementation, following project management best practices and enabling project performance. Additionally, they will act as a tireless champions of Accessibility.

**MAJOR DUTIES AND RESPONSIBILITIES**

*Actively and consistently supports all efforts to simplify and enhance the customer experience.*

Help translate legal accessibility obligations into Product level requirements.

Analyze the accessibility compliance of new/existing products/services and present the gaps to internal legal teams for risk quantification.

Plan, manage and monitor projects from concept through implementation; including managing timelines, risks and issues while also monitoring continuous improvement plans.

Support stakeholders as they prioritize collected requirements and define the scope of the project or project phases.

Write project plans and teamwork assignments, facilitating work efforts on a daily basis, identifying and communicating resource needs, performing quality reviews, and escalating compliance, quality, and timeline issues appropriately.

Track the status of deliverables throughout the project lifecycle; delivering status reports to Accessibility Leadership on all accessibility compliance projects.

Communicate with internal and external stakeholders to ensure preparedness.

Support internal customers of an assigned project by providing project status updates and reporting project-related feedback.

Manage project documents that are complete, current, and appropriately maintained.

**REQUIRED QUALIFICATIONS**

**Skills/Ability and Knowledge**

Understand Charter’s legal accessibility obligations from Federal/State agencies.

**Passionate about Accessibility**

Understanding of WCAG 2.1 Levels A and AA

Prioritization and organization skills

Ability to develop working relationships with peers and project members

Ability to solve problems while working under pressure

Experience in the definition and utilization of key performance indicators/metrics

Experience in analyzing and interpreting data

Experience in showing judgment in the accomplishment of job duties

Experience in preparing data-driven presentations

Ability to manage large and diverse projects

Knowledge in conducting risk assessments and identifying plans for eliminating or mitigating the risks identified

Strong verbal and written communication skills

Some understanding of multiple project management disciplines

Some understanding of the business and technical product roadmap of cable product offerings

**Education**

Bachelor’s Degree or technical field or work experience

**Related Work Experience Number of Years**

Accessibility experience 3

Project Management experience in an IT or Engineering environment 3+

**PREFERRED QUALIFICATIONS**

**Some experience in the cable/satellite and entertainment industries**

**Some experience in Accessibility and Accessibility Compliance**

**Education**
Project Management certification or successful completion of a recognized project management curriculum is preferred

**WORKING CONDITIONS**

Office environment

**EOE**

Charter Communications is an Equal Opportunity Employer – Minority/Female/Veteran/Disability