**JOB CODE: --**

**JOB TITLE: Sr Dir, Accessibility**

**JOB SUMMARY**

Responsible for driving, launching, and refining Charter’s Accessibility products, features and standards. This leader will be passionate about leading Charter’s efforts to improve our experiences for customers with disabilities. The Sr. Director of Accessibility will not be satisfied just to meet accessibility legal requirements, but rather to design experiences that are useful and useable to ***all*** of our customers–design that considers the full range of human diversity with respect to ability, language, culture, gender, age and other forms of human difference.

Requires a competitive instinct and someone with an informed opinion that is deeply rooted in the Accesibility community.

**MAJOR DUTIES AND RESPONSIBILITIES**Actively and consistently support all efforts to simplify and enhance the customer experience Leads the Accessibility team.

Works at the highest level of the organization to launch and manage highly rated Accessibility features and standards across the entire enterprise.

Leads all planning, strategy and execution of efforts in the area of Accessibility.

Builds effective partnerships and collaborates extensively with the Product, Development, Legal, Governmental Affairs, Marketing and Customer Care organizations.

Works with Product owners to Develop and maintain the Accessibility roadmap.

Builds and maintains strong relations with customer advocacy groups.  
  
Produces and analyzes reports measuring the performance of Accessibility efforts.

Oversees project inputs to deliver against product functionality and timeline.

Oversees development milestones, project timeline, budget and go-to-market activities.

**REQUIRED QUALIFICATIONS   
Skills /Abilities and Knowledge**

**Expert knowledge in Accessible technologies**

**Strong knowledge of functional testing for people with various disabilities**

**Excellent presentation skills**

**Ability to read, write, speak and understand English**

Ability to communicate effectively orally and electronically

Conversational in HTML and front-end code languages

Ability to make decisions and solve problems while working under pressure   
Ability to manage multiple projects at one time

Ability to communicate with all levels of management   
Strong PC and presentation tool skills including MS Excel and PowerPoint   
Ability to develop market forecasts for new products and services   
Ability to develop, communicate and implement strategies and tactics   
Ability to manage and deliver against several initiatives simultaneously   
Ability to supervise and motivate others   
Ability to manage and train cross-functional teams   
Ability to prioritize and organize effectively   
  
**Education**

Bachelor's degree

**Related Work Experience Number Of Years**Experience in the area of Accessibility, Assistive Technologies and/or

product management in a consumer services/product organization 10+

Experience in writing Accessibility requirements for customer-facing apps and user

interfaces (not limited to online/mobile)   
Significant experience managing/training creative and technical teams to deliver high

quality Accessibility features and standards in very aggressive timeframes

Significant Experience of teaching and embedding best practice Accessibility processes into design, development and testing teams

Demonstrated project management experience

**PREFERRED QUALIFICATIONS**

**Skills/Abilities and Knowledge**

Ability to respond quickly to changing market needs

Ability to analyze and interpret data

**WORKING CONDITIONS**Office environment   
Travel as required

***EOE Race/Sex/Vet/Disability***

Charter is an equal opportunity employer that complies with the laws and regulations set forth in the following EEO Is the Law poster: <http://www.dol.gov/ofccp/regs/compliance/posters/pdf/eeopost.pdf>

Charter is committed to diversity, and values the ways in which we are different.