

# Classification Description



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<b>Title:</b>	Accessibility and Process Analyst	<b>Bargaining Unit:</b>	Non-Represented
<b>Department:</b>	Office of the COO	<b>Established:</b>	January 31, 2022
<b>Job Code:</b>	1402	<b>Revised:</b>	
<b>Pay Grade:</b>	538	<b>EEO Category:</b>	Professionals
<b>FLSA Status:</b>	Exempt - Administrative		

## CLASSIFICATION DESCRIPTION

This position formulates, develops and implements a strategic, agency-wide vision for disability programming to advance accessibility and meet organizational needs. This involves program development, forecasting financial needs, policy research and analyzing agency operations. This role serves as an expert resource, liaison and facilitator on accessibility related topics to Metro staff and leadership, committees, community members, jurisdictional partners and consultants.

## DISTINGUISHING FEATURES

This is a single unit classification distinguished by the position's focus on agency-wide internal and external systems, processes and plans related to accessibility at Metro.

## DUTIES AND RESPONSIBILITIES

1. Strategizes, coordinates and implements the formation of an agency-wide program on disability centering a disability justice framework; providing strategic guidance to Metro leadership, departments, staff, jurisdictional partners and community members.
2. Identifies, plans, manages and evaluates short and long-term program strategy goals and project needs; including project management and scheduling.
3. Conducts research and analysis on Metro operations and policies to identify accessibility gaps, and inform and define programmatic, operational and policy recommendations.
4. Facilitates and advises departments, venues and sites in scoping and planning their ADA and Accessibility work plan, including the Transition Plan and Self-Evaluation components. This includes identifying, advising and developing strategies for ongoing tracking, implementation and maintenance of departmental and agency-wide accessibility plans and activities.
5. Directs, advises and develops coordinated and consistent grievance procedures processes, language in communicating accessibility procedures and policies, staff awareness and training on ADA obligations and shared resources on accessibility needs.
6. Interprets and evaluates laws and regulations, and provides recommendations for policies and procedures for ADA compliance across Metro facilities, programs and identified complaints to mitigate agency risk and ensure ADA compliance.
7. Develops, coordinates, convenes and maintains a cross-departmental team of agency decision makers and staff for consistent agency efforts and capacity to advance accessibility.
8. Develops, coordinates, convenes and maintains an agency-wide community advisory committee on accessibility including budget formulation, recruitment, contracting and oversight and provides technical assistance to Metro departments and staff.

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9. Prepares budgets, reports and documents for consideration by Metro leadership, elected officials, community members, agency-wide teams and committees and project partners.
10. Provides expert knowledge to Metro leadership, departments and staff on ADA and accessibility.
11. Leads development and facilitation of ADA-related training and resources to ADA department representatives and Metro Staff.
12. Coordinates requests for auxiliary aids and services, and reasonable modifications of policies, practices and procedures.
13. Maintains and manages shared resources on SharePoint site: Creating an Accessible and Inclusive Metro.

It is the responsibility of all Metro employees to:

1. Actively participates on committees and/or attends meetings as assigned.
2. Fulfills Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability.
  - Builds and maintains positive relationships and contributes to a positive team atmosphere; engages others in ways that foster respect and trust.
  - Encourages and appreciates diversity in people and ideas – seeks to understand the perspectives of others.
  - Provides excellent customer service – assists the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
  - Practices continuous improvement - researches new possibilities, contributes ideas and stays current in field of work.
  - Demonstrates sustainable practices in applicable field and generally for resource use and protection.
  - Works assigned schedule (if applicable) and exhibits regular and predictable attendance.
  - Works in a safe manner and follows safety policies, practices and procedures.
  - Complies with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate.
3. Performs assigned duties during an emergency situation.
4. Performs other duties as assigned.

### **JOB SPECIFICATIONS**

#### **Education/Licensing and Work Experience:**

- Bachelor's degree in a related field and,
- Five years of directly related and progressively responsible experience or,
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities.

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## Knowledge, Skills and Abilities

- Knowledge of legal and regulatory ADA requirements.
- Knowledge of universal and inclusive design principles, disability and racial justice.
- Knowledge of applicable Federal, State, and local laws, regulations, codes and statutes.
- Knowledge of grievance process and ability to address and manage complaints.
- Skill in ADA litigation, disability justice, equity literacy, trauma-informed care and DEI.
- Skill in program development and implementation.
- Skill in strategic planning.
- Skill in conducting research, analyzing information and data and presenting findings in a concise format.
- Skill in problem-solving complex systems and processes.
- Ability to stay up to date on most recent legal interpretations.
- Ability to interpret policies, practices, procedures and relevant regulations.
- Ability to communicate effectively by written, spoken and electronic means with internal and external stakeholders.
- Ability to make timely and effective decisions and complete deliverables on time.
- Ability to effectively use business computer software.
- Ability to organize projects and business activities.
- Ability to work independently and as part of a team.
- Ability to maintain confidentiality.
- Ability to perform essential duties and responsibilities.
- Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
- Ability to successfully pass the background check and screening requirements if required for the position.
- Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

## SUPERVISION RECEIVED:

- Supervision is received from assigned Supervisor or Manager.

## SUPERVISION EXERCISED:

- None. May assign work or coordinate work of others.

## TOOLS AND EQUIPMENT USED; PROTECTIVE CLOTHING

- All standard office equipment including but not limited to computer, printer, and copy machines; computer software related to the position.

## WORK ENVIRONMENT

- Work is performed in a standard office environment where work pressures, disturbances of workflow and/or irregularities in the work schedule are expected and occur on an intermittent

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basis. Occasionally work is performed outside of normal business hours and travel is necessary. Changes in the performance environment requires occasional upgrading of skills. Minimal physical exertion is generally required. Learned physical skill is required to perform keyboarding and 10-key functions.

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*The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties.*