



CITY OF ANN ARBOR, MICHIGAN
POSITION DESCRIPTION

Accessibility Coordinator

Job Code: [ENTER JOB CODE HERE]	
Service Area: City Administrator	
Service Unit: City Administrator	
Salary Grade (Non-Union): Choose an item.	Pay Scale (Union): CP: No
Exemption Status: Choose an item.	
Accountable To: Director of Organizational Equity	
Union/Non-Union: Non-Union	
Union Name: N/A	
Essential Driver: No	
Telecommuting Eligible: Yes	
Responsible for supervising the following positions: N/A	
Description Prepared By [EMPLOYEE NAME/MANAGER NAME] XX/XX/XXXX HR Review – AW, HRSP XX/XX/XXXX Legal Review – MR XX/XX/XXXX	

Date Position Description Finalized

[ENTER DATE HERE]

Role Summary

Oversees the City’s programs and efforts to ensure compliance with the Americans with Disabilities Amendments Act (ADAA), Sections 503 and 504 of the Rehabilitation Act of 1973, Section 508 of the Rehabilitation Act of 1998 and other federal and state laws and regulations pertaining to the nondiscrimination of persons with disabilities. This position is responsible for coordinating all aspects of accessibility for the City, including physical and technological accessibility of the City’s programs and services.

Duties

Duties are performed under the direct supervision of the Director of Organizational Equity or designee and may include the following:

Essential Duties

- Serves as the key liaison across the City and primary point of contact for employees and the public regarding concerns and inquires on ADA issues.
- Able to discern necessary actions in response to concerns and inquiries on accessibility and ADA issues.
- Assists all department, units, areas, etc. within the City in the implementation of ADA initiatives.
- Provides support to the City community necessary to meet compliance with all state and federal disability legislation and regulations.
- Assists and coordinates with investigations and evaluations of ADA complaints made against the City of Ann Arbor related to accommodations and disability-based discrimination and harassment.
- Conducts, and coordinates ADA meetings and trainings, to provide education on accessibility and disability inclusion.
- Develops grievance procedure for ADA
- Develops and distributes notices about ADA compliance
- Receives and processes accommodation requests in collaboration with Human Resources and requesting departments, ensuring that appropriate processes are in place to provide for prompt and equitable resolution of complaints and inquiries from the public
- Engages with community leaders to cultivate an environment of disability justice and inclusion and provides updates on various opportunities and events impacting or in support of individuals living with disabilities
- Stays abreast of the best practices, legal requirements (state and federal) and new developments that provide equal opportunity for people with disabilities.
- Networks with community resources to continue to improve the level of the ADA services within the City.

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Related Work

- Performs other related duties as assigned.

Knowledge of: (position requirements at entry)

- Working knowledge of ADA and other laws, regulations and guidance addressing the rights of people with disabilities including Section 504 of the Rehabilitation Act

- Principles and best practices of ADA compliance
- Technical requirements for accessibility to buildings and facilities by individuals with disabilities.

Skills and Ability to:(position requirements at entry)

- Strong oral and written communication, with the ability to understand, follow and communicate oral and written policies, procedures, and instructions
- Ability to effectively present information and respond to questions from individuals, groups of clients (both internal and external) and the public
- Communicate legal and regulatory concepts effectively, orally and in writing, to diverse audiences
- Outstanding customer service orientation, with a focus on access and inclusion justice.
- Maintain collaborative relationships with those contacted in the course of work activities
- Strong organizational skills
- Set priorities, coordinate multiple projects, and meet critical deadlines
- Demonstrate awareness and understanding of issues confronting people with disabilities
- Work independently with minimal supervision
- Maintain positive working relationships with all stakeholders
- Manage confidential and sensitive information
- Identify problems and find solutions
- Conduct investigations related to accommodations, disability-based discrimination or harassment, or other civil rights issues.

Equipment

Standard office equipment, PC, fax, copier, calculator, multi-line telephones, printers, scanners, cell phone, and miscellaneous office equipment.

Education, Training and Experience (position requirements at entry)

Required:

- Bachelor's degree in Human Resources, Business Administration, Public Administration, Human Services, Special Education, Disability Studies, Social Work or a related field
- At least three (3) years of professional experience as a Program Coordinator, DEIAJ+, HR Professional or related experience providing consultation, guidance and training in the area of ADA compliance providing disability/accessibility accommodations services for individuals with disabilities.
- The City of Ann Arbor will consider an alternative combination of formal education and work experience.

Preferred:

- ADA Coordinator Training Certification Program (ACTCP) Certification

Licensing Requirements (position requirements at entry)

- none

Physical Requirements

Positions in this class typically require: reaching, lifting, grasping and repetitive motions.

Individual must be able to either hear, talk, or see.

Move and lift light objects less than 20 lbs. such as mail, files, and supplies. Operating office equipment requiring continuous or repetitive hand/arm movements. The ability to remain in a sitting position for extended periods of time.

The physical demands described here are representative of those that may be met by an employee to successfully perform the essential duties of this position. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential duties.