

Job Description



Position: Manager of Paratransit Services
Department: Operations/Paratransit
Reports To: Senior Vice President of Transit Operations

Job Summary:

Under the general supervision of the Senior Vice President of Transit Operations, responsible for the management of HRT Paratransit Contract as well as overseeing the ADA eligibility determination process for applicants' ADA Certification. Oversees the appeal processes due to sanctions of eligibility decisions. Supervises the activities of the ADA Paratransit Eligibility staff.

Essential Job Functions:

- Plans, manages and coordinates the activities of staff and contractor(s) engaged in the provision of ADA complementary paratransit operations and related services (e.g., travel training).
- Is responsible for and provides direct management support regarding monitoring contract compliance, quality assurance, program safety, no-show administration, emergency operations, systems performance audits as performed by outside agencies, and management reports as required.
- Assists with budget preparation and performance monitoring for areas of responsibility.
- Provides direct interface and integration with HRT Bus and Rail Services.
- Help coordinate client late cancellation and no-show information for purposes of appeal.
- Represents TDCHR in sanction and eligibility appeals processes.
- Responsible for implementation and administration of HRT confidentiality and information security policies.
- Supervises the input of applicant data and the maintenance of HRT paratransit-rider files.
- Communicates with individuals and agencies concerning the procedure for processing customer information and applications.
- Plan and conduct client Re-Certification.
- Supervises training and work of the ADA Eligibility Specialists and Administrative Coordinator.
- Supervise preparation of monthly reports of ADA certifications, denials, and appeals outcomes.
- Performs out-reach services, informing various groups/agencies about paratransit services.
- Performs other duties and responsibilities as directed by the SVP or his designee.

Examples of Duties (Duties listed are not intended to be all inclusive nor to limit duties that might reasonably be assigned)

Will represent HRT at advisory committee, local ADA Coordinating Boards, Commissions, Advocacy and Community-based service organizations at both the state and local levels. Evaluates and interprets test results for eligibility determination. Organizes materials necessary to conduct monthly sanction and eligibility appeal hearings, and represent HRT in those hearings. Ensures confidentiality of ADA Certification Department practices and documentation.

Required Knowledge, Abilities and Skills Essential to Job Functions:

Demonstrated knowledge and understanding of the Americans with Disabilities Act of 1990 (ADA) and all related USDOT and FTA guidance, interpretations, and amendments, and confidentiality laws and guidelines. Knowledge of principles and application of cognitive testing and visual testing requirements to use HRT fixed-route and paratransit services. Knowledge of Trapeze computer software. Familiar with principles and methods of public transit, including fixed route bus, light rail

and demand response service. Working knowledge of dispatch, automatic vehicle locator (AVL) and mobile data terminal (MDT) functionalities for paratransit service. Basic understanding of paratransit scheduling concepts and procedures, including automated routing, run cutting, trip booking, and management reporting capabilities including National Transit Database. Excellent communications (written and oral) and analytical skills.

Required Software Knowledge and Skills essential to Job Functions:

Proficiency in using computer systems and the listed software applications associated with performance of assigned work is essential. Basic problem solving skills associated with software applications used is expected. Software usage relevant to job duties will be evaluated.

Software applications:

MS Windows, MS IE, MS Office (Word, Excel, Access, Power Point, Outlook), Trapeze, Adobe Reader, WinZip, Symantec

Minimum Qualifications:

A four-year degree in an appropriate business-related field and a minimum of three years progressively responsible experience in the administration, operations, supervision or management of transportation or customer services. Previous experience in working with persons with disabilities is highly desirable. An equivalent combination of education and experience may be substituted for a degree.

Licenses or Certificates:

Valid VA Driver's License

Special Requirements:

Knowledge of ADA Laws & Regulations

FLSA Status:

Exempt

Physical Demands:

Work requires operation of a computer. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. May be expected to assist persons with disabilities in interview settings and public meetings. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Unusual Demands:

Work involves inflexible deadlines. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Work involves meeting multiple demands on a timely basis.

This job description summarizes the essential duties required for this position but in no way is inclusive of all duties. Other related duties may be assigned as needed by department head or supervisor. All changes must be requested through the Organizational Development or Human Resource Departments.