

Nature of Work

The Ombudsman provides neutral dispute resolution services. The major function of this position is to provide confidential, informal, and independent assistance to Spokane Transit customers with concerns or questions. The Accessibility Officer monitors and assures Spokane Transit's compliance with the Americans with Disabilities Act (ADA) (excluding Titles I and V) and the Washington State Law against Discrimination (WLAD) as it relates to customers and public accommodations.

The role will also manage on-going programs, short-term projects, and general research for the CEO.

Supervision Received

Position receives direction from the Chief Executive Officer.

Supervision Exercised

May provide supervision to clerical staff.

Essential Functions

- Serve as the designated STA staff member for questions or concerns from external customers.
- Network with and represent Spokane Transit and the CEO in various community groups - stakeholders in public transportation and include people of differing ages, education, culture, socio-economic backgrounds, physical, intellectual, developmental, and behavioral abilities.
- Exercise independent judgment and decision-making.
- Utilize proven problem-solving, conflict and complaint resolution skills.
- Display comprehensive knowledge of related laws, regulation, compliance requirements, Spokane Transit's policies and procedures, and knowledge of federal and state legislative timelines and processes.

Ombudsman/Complaint Resolution,

Function independently from other departments within STA but coordinate to resolve issues using existing problem resolution channels, as appropriate.

- Assist external customers in an informal environment, not as an advocate for the customer or for STA, but as a neutral source of information and referral, answering individuals' questions, interpreting Spokane Transit's policies and procedures, and assisting in the resolution of concerns and complaints in a timely manner.
- Respond to and resolve customer complaints sent to the CEO or Board of Directors.
- Assist customers by clarifying issues, conduct fact-finding to clarify and analyze problems, manage conflict, focus discussion, and develop and generate options and satisfactory processes for resolution. Maintain customers' confidentiality if requested.
- Effectively communicate the results of investigations to the customer.
- Manage the policy, procedures, and reporting functions of the customer complaint, comment and compliment program.
- Provide assistance and consultation to STA staff at all levels of the organization by offering problem-solving advice or techniques, information about STA policies, and guidelines for dealing with difficult external customers.
- Research issues and produce reports and recommendations.

Accessibility Officer and ADA Compliance

- Develop and maintain expertise in the Americans with Disabilities Act (ADA) and the Washington State Law against Discrimination.
- Coordinate Spokane Transit's compliance with the Americans with Disabilities Act, CFR 49 Parts 27, 28, and 38.

- Update the Spokane Transit Board of Directors' policy committing to full compliance with the ADA as necessary, but at least every five years.
- Provide prompt and equitable resolutions to ADA-related complaints.
- Notify appropriate departments of changes in accessibility-related laws or policies.
- Evaluate accessibility related facilities, equipment, and services
- Identify patterns and/or practices in service delivery that may not comply with the letter and spirit of the ADA; record and correct as warranted.
- Assure STA's customer communications follow the letter and spirit of the ADA and provide alternative formats of communication as requested.
- Conduct training for all new hires and provide advanced training regarding Spokane Transit's ADA requirements.
- Evaluate and process requests for reasonable modifications regarding all STA facilities and services made by a person who is disabled.
- Hear and process appeals for Paratransit eligibility, pathway reviews, and violations of the STA Rules of Conduct that may result in a restriction in service.
- Maintain records of appeals and modification requests.

CEO Projects

- Complete special projects as assigned by the CEO, including research projects and review of STA policies and procedures with recommendations for modifications or additions.
- Work with STA legal counsel on emerging issues. Accurately represent STA in any legal proceedings that may result from the normal performance of the position.
- Investigate and resolve Title VI complaints.
- Implement and assure compliance with Title VI and STA's Limited English Proficiency (LEP) plan, including website accessibility, employee training, and arranging for language interpreters both oral and written.
- Represent Spokane Transit in professional and positive light to the community.
- Provide excellent customer service to all customers both internally and externally.
- Display and practice STA's Core Values in the workplace.
- Must be punctual, reliable, and maintain regular attendance.

Public Transit Agency Safety Plan

- Follow safety rules and safe practices described in the accident prevention program, follow safety standards and training you receive.
- Promptly report unsafe conditions or actions to your supervisor, or safety committee representative, or the Safety Officer using the Safety Hazard Report Form.
- Ask for assistance if their physical capacities, skills and/or knowledge are not adequate to complete the task safely.
- Report all injuries to your supervisor promptly regardless of how serious.
- Report all near-miss incidents to your supervisor promptly.
- Always use personal protective equipment (PPE) in good working condition where it is required.
- Do not remove or disengage any safety device or safeguard provided for employee protection.
- Encourage co-workers by your words and example to use safe work practices on the job.
- Safeguard and look out for co-workers.
- Make suggestions to your supervisor, safety committee representative or management about changes you believe will improve employee safety and or eliminate hazards.

This job description no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties, and training as dictated by the CEO.

Minimum Requirements

Training & Experience

Bachelor's degree from an accredited college or university in business or public administration or a related field, and three to five years of progressively more responsible professional experience in providing analysis, evaluation, and review of services to people of differing ages, education, cultures, socio-economic backgrounds, physical, intellectual, developmental and/or behavioral abilities. Understanding of the ADA as it relates to requirements of public transportation is desirable. Master's degree preferred.

Physical Requirements

Must be able to hear well enough, with or without correction, to receive and convey detailed information through verbal communication. Duties are sedentary in nature and generally performed in office working conditions.

Computer Skills

Experience within the Microsoft environment.

Selection Factors

- Experience in analyzing complex issues, state and federal laws and regulations, proposed legislation, and evaluating the effect and/or necessary implementation for Spokane Transit.
- Experience in developing and implementing compliance and accommodation programs required by federal and state laws.
- Ability to think analytically, define problems, determine facts, problem solve creatively, exercise sound judgment and decision making, draw valid and impartial conclusions, and communicate those conclusions to internal and external stakeholders.
- Experience reviewing, interpreting, researching, and resolving customer complaints or issues.
- Experience providing technical assistance in regard to compliance with state and federal regulations.
- Ability to establish and maintain confidential and complex records and reports.
- Ability to implement and manage multiple broad-based programs.
- Experience representing an agency's policies, practices, and procedures to public and private organizations and community organizations.
- Ability to effectively communicate, both orally and in writing, throughout all agency departments, with all levels of management, and all customers, including transit users, taxpayers and elected and appointed officials.
- Experience working in executive/senior-level administration with ability to establish and maintain effective working relationships throughout a multi-department agency.

Wage

Salary as provided for in the STA Salary and Compensation Policy.

AA/EEO Notice

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of age, disability, ethnicity/race, national origin, religion, gender, gender identity, sexual orientation, or veteran status.



Position Description
**Ombudsman & Accessibility
Officer**

Acknowledgement

I acknowledge that I have read this job description, and I feel that I can perform the essential functions of the position with or without reasonable accommodations.

Employee Name Printed

Employee Signature

Date

DRAFT