



Career Service Authority

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Americans with Disabilities Act Compliance Officer

GENERAL STATEMENT OF CLASS DUTIES

Performs full performance work serving as the City's Americans with Disabilities Act Coordinator and Compliance Officer and directs the activities of the Denver Office of Disabilities Rights.

DISTINGUISHING CHARACTERISTICS

This class performs full performance work serving as the City's Americans with Disabilities Act Coordinator and Compliance Officer. The Americans with Disabilities Act Compliance Officer is distinguished from the Program Administrator class that performs full performance professional level work implementing, administering, and developing program activities and functions and provides technical expertise to program staff, other agencies, the community, and program participants. Additionally, a Program Administrator administers programs that may complement the core goals and objectives of an agency/department but they are separate from the functional areas that support the core goals and objectives of the agency/department. Whereas, the Americans with Disabilities Act Compliance Officer performs work that supports the functional area and the core goals and objectives of the organization.

The Americans with Disabilities Act Compliance Officer is also distinguished from Operations Coordinator. Operations Coordinator is a general use class for positions that carry out full performance professional work coordinating operational and/or administrative programs or functions, acting as a liaison to facilitate communication between sections/divisions, business/community groups, and/or the public and serving as a technical advisor that may also perform leadwork.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

No supervisory duties.

ESSENTIAL DUTIES

Serves as the city's technical expert on the Americans with Disabilities Act (ADA) and ensures that city departments/agencies are in compliance with the ADA regulations.

Ensures that city programs, goods, and services are accessible to people with disabilities and provides guidance and resources to help facilitate and maintain the city ADA compliance.

Investigates ADA complaints and grievances and mediates with staff, managers, and other internal or external customers to resolve issues and reach agreement related to ADA compliance.

Performs site visits to evaluate city facilities for ADA compliance and recommends appropriate actions necessary to bring the city into compliance.

Performs basic plans review on new building projects and remodels to determine if projects meet mandated accessibility standards and coordinates efforts to ensure ADA compliance.

Serves as an advocate for people with disabilities by providing resources, support, and guidance to the community concerning disability rights and issues facing the disabled community.

Provides technical assistance and training to city employees, managers, and other external stakeholders on accessibility issues and codes and represents the Mayor at public events and activities.

Maintains appropriate documentation and reports regarding compliance regulations and guidelines.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Self-Management – Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

Teaching Others – Helps others learn through formal or informal methods, identifies training needs, provides constructive feedback, coaches others on how to perform tasks, and acts as a mentor.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Expresses information to individuals or groups effectively taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

Problem Solving – Identifies problems, determines accuracy and relevance of information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Planning and Evaluating – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Decision Making – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce and among the public.

Flexibility – Is open to change and new information, adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles, and deals effectively with ambiguity.

Knowledge of the Americans with Disabilities Act sufficient to be able to determine agency compliance with stated requirements.

Knowledge of mandated disability accessibility guidelines sufficient to be able to determine facility compliance with stated requirements.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Talking: expressing or exchanging ideas by means of spoken words.

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distance and space relationships.

Accommodation: ability to adjust vision to bring objects into focus.

Education Requirement:

Bachelor's Degree.

Experience Requirement:

Three years of professional experience working with people with disabilities.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement

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CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 11/14/2010

REVISED BY: Paul Wiberg

CLASS HISTORY 5/2009 - Class specification was put into a new format; competency statements and a distinguishing characteristics narrative were added.
11/2010 – Job duties and the General Statement of Duties was updated to reflect the duties performed by the position.