

Intercity Transit
JOB TITLED: ADA Eligibility Coordinator

BAND	GRADE	SUBGRADE
C	4	1
DEPARTMENT: Operations	DIVISION: Dial-A-Lift	FLSA STATUS: Exempt
SUPERVISION RECEIVED FROM: Dial-A-Lift Manager	SUPERVISION EXERCISED OVER: N/A	PAY GRADE: C41
<p>SUMMARY: Responsible for certification of clients for Dial-A-Lift service; maintains and updates client certification files; serves as the Computer Aided Dispatch/Scheduling Software Administrator for the Agency; provides staff training on computer assisted dispatch and scheduling software; provides client specific support for operations. Refers potential clients to Travel Trainer.</p>		
<p>DISTINGUISHING CHARACTERISTICS: Performs professional level program activities and serves as a program liaison and coordinator, coordinating public processes, and providing recommendations for program direction. As a Coordinator, coordinates services between the Agency and the public for matters pertaining to the Americans With Disabilities Act.</p>		
DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
1.	Administers the client evaluation process; ensures compliance with Americans With Disabilities Act (ADA) guidelines; determines client eligibility; schedules third party client evaluations and monitors process; and serves as the Computer Aided Dispatch/Scheduling Software Administrator for the Agency. Refers clients to Travel Trainer for ride assessments or to Physical Therapist for evaluations.	Daily 60% (C4)
2.	Provides verbal and written information to clients; notifies clients of status in process and certification timeliness; tracks client certification requests and follows up on completion of eligibility; and maintains client database in computer.	Daily 10% (B2)
3.	Maintains caller and map database files. Updates locations, addresses, and points of interest files.	Daily 10% (B2)
4.	Researches medical conditions provided by either clients or physicians utilizing appropriate medical books or Internet resources.	Daily 10% (B2)

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5.	Assists current and potential clients with completion of application material, making visits to client homes or scheduling trips for clients to Dial-A-Lift office. Provides the general public or interested parties with program information.	Daily 5% (B2)
6.	Prepares a variety of correspondence and follow-up materials for potential and current program users.	Weekly 5% (B2)
7.	Performs other duties of a similar nature or level.	As Required
8.	Must meet regular time and attendance standards	Always

Knowledge (position requirements at entry):
 Knowledge of:

- Applicable Federal, State, and Local laws, rules, and regulations;
- ADA guidelines;
- Customer service principles;
- Applicable program principles and practices.

Skills (position requirements at entry):
 Skill in:

- Providing customer service;
- Facilitating training sessions;
- Dealing with difficult customers;
- Preparing a variety of written correspondence and reports;
- Giving presentations;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, and the general public sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):
 Associates Degree and four years of related ADA or transportation experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (position requirements at entry):

- Washington Driver's License

Must submit to criminal background check, the results of which must meet hiring criteria for the role.

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Physical Requirements:

Positions in this class typically require: reaching, standing, walking, fingering, grasping, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson and Associates LLC (LM)

Date: 8/05/04

Revised: 11/8/04 by M Johnson

Revised: 4/24/07 CDiRito; requirement for WSP Background Check

Revised: 6/1/09 + other background ✓'s; CDiRito

Revised: 9/16/2011 Comp Class Review: HR