



CITY OF ANN ARBOR, MICHIGAN  
POSITION DESCRIPTION

## Accessibility Coordinator

<b>Job Code:</b> 404880	
<b>Service Area:</b> City Administrator	
<b>Service Unit:</b> City Administrator	
<b>Salary Grade (Non-Union):</b> 7	<b>Pay Scale (Union):</b> N/A <b>CP:</b> No
<b>Exemption Status:</b> Exempt	
<b>Accountable To:</b> Director of Organizational Equity	
<b>Union/Non-Union:</b> Non-Union	
<b>Union Name:</b> N/A	
<b>Essential Driver:</b> No	
<b>Telecommuting Eligible:</b> Yes	
<b>Responsible for supervising the following positions:</b> N/A	
<b>Description Prepared By</b> Laura Orta 06/12/2023 HR Review – CL, EAJ 6/30/2023 Legal Review of Physical Requirements: MR 1/31/2020	

**Date Position Description Finalized**

6/30/2023

**Role Summary**

Oversees the City's programs and efforts to ensure compliance with the Americans with Disabilities Act Amendments Act (ADAAA), 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 general 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 ADAAA issues.
- Able to discern necessary actions in response to concerns and inquiries on equitable accessibility and ADAAA issues.
- Assists all department, units, areas, etc. within the City in the implementation of Accessibility, ADAAA, and disability equity and justice initiatives.
- Attend, support, and engage with Ann Arbors Commission on Disability Issues (CODI).
- 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 ADAAA complaints made against the City of Ann Arbor related to accommodations, accessibility, and disability-based discrimination and harassment.
- Conducts, and coordinates ADAAA meetings and trainings, to provide education on accessibility and disability inclusion.
- Assists in the collaboration with city agencies regarding oversight, submission, and ownership from the office of Organizational Equity in reports for internal and external agencies.
- Develops and distributes notices about ADAAA compliance.
- Develops grievance procedure for ADAAA concerns.
- 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 employees and 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 ADAAA services within the City.

Related Work

- Performs other related duties as assigned.

**Knowledge of:** (position requirements at entry)

- Working knowledge of ADAAA and other laws, regulations and guidance addressing the rights of people with disabilities including Section 504 of the Rehabilitation Act
- Principles, reporting, and best practices of ADAAA compliance and disability justice
- Accessibility equity applied to all areas of City jurisdiction.
- Technical requirements for accessibility to buildings and facilities by individuals with disabilities

**Skills and Ability to:**(position requirements at entry)

- Strong communication skills 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 stakeholders and 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
- Manage confidential and sensitive information and maintain confidentiality.
- Identify problems and find solutions.
- Conduct investigations in collaboration with human resources, supervisors, and managers, 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 ADAAA compliance providing disability/accessibility accommodations services for individuals with disabilities.
- The City of Ann Arbor will consider an alternative combination of education and work experience.

Preferred:

- ADAAA 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.*