

ACCESS SERVICES INCORPORATED
Job Description

Job Title: Chief Operating Officer
Department: Executive
Reports To: Executive Director
FLSA Status: Exempt
Prepared By: Human Resources
Prepared Date: January 26, 2010
Approved By:
Approved Date:

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Reporting to the Executive Director, the Chief Operating Officer will be responsible for administering the daily operations of the largest independent paratransit agency in the United States. The COO will be responsible for overseeing the safe, efficient delivery of paratransit in Los Angeles County which includes, but is not limited to, the agency functions of:

- Eligibility
- Safety/Emergency Preparedness
- Risk Management
- Operations
- Customer Support Services

The Chief Operating Officer will represent the agency in the absence of the Executive Director and will work to ensure effective employee and contractor relations. Manages ongoing quality improvement initiatives to meet agency goals. Performs other duties as directed.

QUALIFICATIONS

- Requires an excellent working knowledge of the provisions to the American with Disabilities Act of 1990, with specific understanding of the complementary paratransit and transit provisions.
- Demonstrated ability to oversee, negotiate, manage complex tasks, provide analysis, and monitor service contracts in a variety of areas.
- Excellent ability to speak and write in a clear and concise manner to prepare oral and written reports as required; and demonstrated ability in making persuasive presentations.
- Ability to effectively interface with elected and appointed officials, persons with disabilities and the general public is required.
- Proven ability to bring diverse groups of people together to work as a team.

SUPERVISORY RESPONSIBILITIES:

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include overall planning, assigning, and directing of work within the parameters established by the Board of Directors and the Executive Director.

QUALIFICATIONS: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*

- High degree of organizational agility: knowledgeable about how business, nonprofits, and governments work. Knows how to get things done through formal channels and the informal network. Understands the origin and reasoning behind key policies, practices, and procedures. Understands the cultures of organizations.

- A demonstrated continuous and innovative leader. Effectively applies new knowledge and skills. Inspires others to learn. Creates a climate that inspires staff, on all levels, to work at their highest potential. Leads groups to achieve maximum levels of team effectiveness.
- Knowledge of federal, state, and local regulations governing Paratransit, the Americans with Disabilities Act and transit funding.
- Thorough knowledge of contracts administration.
- Ability to focus on the big picture and developing a plan of action with that goal in mind.
- Experience with risk mitigation, loss control, and safety work programs.
- Excellent written, verbal and presentation skills.

EDUCATION and/or EXPERIENCE

Bachelor's Degree (BA, BS) from four-year college or university; five to eight years experience in a similar position managing a professional level staff and complex processes; five to eight years of operations experience in a similar sized system.

LANGUAGE SKILLS

Ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS: *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. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to be mobile. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:*

The noise level in the office environment is usually moderate. In the course of employment, employee may visit service provider or other contractor's premises which may include limited exposure to outdoor weather conditions, or fumes or airborne particles from motor vehicles.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, or abilities required of personnel so classified.