



# City of Framingham, MA

October 9, 2024

## Position Vacancy

RFP #25-052-01

**Position:** ADA Compliance Coordinator  
**Department:** Inspectional Services  
**Salary Range:** PR 2A: \$62,572 - \$67,730  
**Schedule:** Monday, Wednesday, Thursday 8:30 a.m. - 5:00 p.m.  
Tuesday 8:30 a.m. to 7:00 p.m.  
Friday 8:30 a.m. to 12:30 p.m.  
**Hours per week:** 37.5



*The City of Framingham is currently a 100% onsite work environment.*

- Position will remain open until filled.
- Framingham City Hall (The Memorial Building) is located at 150 Concord Street, Framingham, and is accessible by the [MBTA Commuter Rail](#) and the [MWRTA](#).
- The City of Framingham offers a robust benefits package and is an eligible employer for the [Federal Student Aid Public Service Loan Forgiveness Program](#).
- We seek to hire a candidate who shares our commitment to Framingham and values civility, collegiality and working in a coordinated team environment to serve the City of Framingham.
- This position is covered by the Collective Bargaining Agreement between the City of Framingham and SEIU, Local 888 Professional Union.

### **Position Purpose:**

Reporting to the City's Chief Operating Officer, the ADA Coordinator is responsible for coordinating the City's efforts to comply with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act. The Coordinator is responsible for developing, implementing and promoting equal opportunity and access to the City's disabled citizens and employees seeking to use City buildings and to participate in programs and activities offered by the City. The Coordinator is also responsible for implementing the City's ADA Transition Plan.

### **Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

1. Monitors City policies, programs and activities to ensure compliance with ADA.
2. Serves as a resource for the City and its residents regarding ADA compliance.
3. Identifies, mitigates and eliminates any barriers preventing physical or communication access, on an equal basis to various public programs, activities, events and services in the City of Framingham facilities, including but not limited to meetings, public hearings, programs and events, etc.
4. Utilizes the Inspectional Services database to log in all activities including complaints, code violations, assistance to other departments/citizens ensuring compliance is achieved.
5. Submits program reports on a bi-weekly basis or more often as needed, to the Chief Operating Officer.
6. Receives, explores and responds to requests for accommodation made for the purpose of affording a person with disability access to the programs, services and activities of the City (including requests for modifications to structures or facilities to gain physical access, requests for auxiliary aides and services to gain communication access and request modification of policies and procedures.)
7. Accepts, reviews, investigates and responds to complaints about city services, buildings and infrastructure with regard to accessibility in accordance with federal rules and regulations.

8. Be available to attend the City of Framingham Disability Commission meetings and provide technical assistance.
9. Develops and maintains a comprehensive monitoring and evaluation program to ensure compliance with substantive and administrative requirements of federal disability laws.
10. Creates and maintains an inventory and tracking system for request accommodations, expenditures and adaptive equipment/technology for statistical reports.
11. Completes, implements, and updates the ADA Transition Plan for the City.
12. Consults with the Massachusetts Office on Disability, Office on Diversity and Equal Opportunity and legal staff regarding emerging disability-related issues as a means of keeping the appointing authority informed.
13. Demonstrates knowledge of accessibility standards and universal design principles, answers Federal disability rights-related questions from staff, citizens and others.
14. Develops disability right-related policy and procedures for use by everyone who works in the City of Framingham. Annually reviews and updates current policy procedures.
15. Maintains copies of all Commonwealth disability handbooks, policies and procedures applicable to the City of Framingham.
16. Works with the Chief Diversity, Equity and Inclusion Officer to develop and coordinate disability awareness training sessions.
17. Participates in the development, management and monitoring of all contracts that might impact the disability right of employees.
18. Monitor and respond to calls on the city's Disability line/voicemail.
19. Establish and manage a complaint/grievance procedure to respond to concerns of noncompliance.

**Qualifications:**

- Bachelor's degree in human services, communication, public administration or a related field
- At least five (5) years' related municipal experience
- Must possess valid class D Motor Vehicle operator's license
- Knowledge of building construction is a plus.
- ADA Coordinator Training Certification Program certification is preferred.
- **Knowledge of:**
  - ADA regulations; specifically Titles I and II of the ADA, Title VII of the 1964 Civil Rights Act, Title VIII of the Fair Housing Act, and other laws addressing the rights of people with disabilities, such as Sections 503 and 504 of the Rehabilitation Act of 1973
  - Microsoft Office Suite (Word, Outlook, Excel, etc.)
- **Ability to:**
  - interact effectively and appropriately with the public and other personnel
  - perform multiple tasks, read and interpret plan and blueprints
  - deal with irate customers
  - maintain confidential information
  - access the Internet in order to obtain information in support of department operations
  - enforce rules, regulations and/or laws in an impartial manner
  - prepare and deliver training and public presentations
  - exercise discretion in handling confidential information
  - pass a MA CORI/SORI background check every 2 years
- **Necessary Skills:**
  - communication skills, including the ability to deal with the public tactfully and effectively
  - operate standard office equipment
  - making observations and recording information

An equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job may be accepted.

Applications demonstrating lived experience with proper knowledge of the laws in lieu of education are strongly encouraged.

**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 individuals with disabilities to perform the position's essential functions.*

**Physical Skills:**

Work requires some agility and physical strength, such as moving in or about construction sites or over rough terrain, or standing or walking most of the work period. Occasionally, work may require lifting heavy objects and carrying them. There may be need to stretch and reach to retrieve materials.

**Motor Skills:**

Position requires minimal motor skills for activities such as: operating a personal computer and/or most other office equipment, word processing, filing, moving objects, sorting of papers, or operating a motor vehicle.

**Visual Skills:**

Position requires routine reading of plans and documents, blueprints computer screens, and reports for understanding.

**Supervision:**

*Supervision Received:*

The ADA Coordinator will function as part of the Inspectional Services Department but will report directly to the Chief Operating Officer.

*Supervision Given:*

None

**Work Environment:**

The nature of duties may involve continuous presence of unpleasant or irritating elements, such as considerable noise, odors, chemical and toxic fumes, traffic, electricity, explosive materials, dust, smoke, heat, cold, oil, dirt or grease. Work is may be performed outdoors, regardless of weather conditions. Employee may be to work beyond normal business hours.

**Nature and Purpose of Relationships:**

Relationships are primarily with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

*The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham. In doing so, Framingham strives for a city culture and environment that fosters a true sense of belonging for all, provides opportunity for everyone to participate equally and fully in the city, their communities and neighborhoods in ways that helps to develop each individual's capacity to confidently and competently engage within and across difference. Given an evolving national context and the richness in the demographic and linguistic profile of our city, the City of Framingham has made a significant commitment to addressing and enhancing its community climate, culture and multiplicity of service capabilities as a city.*

