

**Job Title:**  
**Compliance Manager**

**FLSA STATUS:** Exempt

**SUPERVISION RECEIVED FROM:** Chief Administrative Officer (CAO)

**DEPARTMENT:** Human Resources

**WORK SCHEDULE:** Typically M-F but varies depending on schedule

**SUPERVISION EXERCISED OVER:** TBD

**MINIMUM QUALIFICATIONS:** A Bachelor's degree from an accredited college or university in Public Administration, Business Administration or a related field and five years professional level experience. A minimum of five years of professional level job related experience may be substituted for the degree.

**PREFERRED QUALIFICATIONS:** A Master's degree. Knowledge of methods of transit, pedestrian and accessible services planning helpful.

**SUMMARY:** The Compliance Manager is responsible for overseeing and/or administering the Disadvantaged Business Enterprise (DBE) program, Title VI program and the Americans with Disabilities program (ADA) to ensure compliance with local, state and federal regulations, policies and guidelines. The incumbent will be responsible for monitoring and oversight of programs. The Compliance Manager will make needed changes to the programs and will develop and implement processes for interpreting and complying with federal regulations. The incumbent will also be responsible for working closely with departments to ensure compliance throughout the organization.

**REQUIRED KNOWLEDGE, SKILLS, and ABILITIES:**

Ability to independently prepare routine reports, presentations and correspondence with minimal guidance. Ability to gather relevant data, analyze problems, evaluate alternatives and make appropriate recommendations. Ability to present proposals and recommendations clearly and logically. Ability to communicate effectively orally and in writing. Ability to maintain confidential and sensitive information. Knowledge of federal,

state and local laws and regulations applicable to the areas of assigned responsibility.

**ESSENTIAL DUTIES:**

- Formulate and implement procedures for contract compliance with DBE goal commitments.
- Plan outreach efforts to identify and attract certifiable D/M/WBEs in order to meet Capital Area Transit System objectives.
- Manages or participates in Capital Area Transit System's ADA, DBE, and Title VI complaint resolution process by investigating and resolving complaints and concerns.
- Monitors, investigates and resolves complaints of alleged discrimination and/or violations of the DBE requirements as well as protests of awards made on the basis of such discrimination and/or violation.
- Manages activities associated with CATS' public transit programs to ensure that no person is unlawfully excluded from participating in, or denied the benefits of, or subjected to discrimination under any program or activity undertaken by CATS.
- Leads CATS' efforts to seek out and consider the viewpoints of minority, low income, and Limited English Proficient (LEP) populations in the course of conducting public outreach and involvement activities.
- Establishes and maintains active contact with businesses and community groups and organizations to encourage qualified members to apply for employment and/or contracting opportunities.
- Coordinates and monitors CATS' Paratransit services to include the ADA and accessible services program.
- Works with external organizations and within the CATS' organization to maintain compliance.

- Makes consistent efforts to raise the level of employee consciousness concerning all matters involving Civil Rights within the organization.
- Performs other duties consistent with CATS' policy needs, goals, etc., as directed by CATS' CAO

## **COMPETENCIES**

- Business Acumen.
- Communication.
- Consultation.
- Critical Evaluation.
- Ethical Practice.
- Leadership & Navigation.
- Relationship Management.
- Global & Cultural Awareness.

## **SUPERVISORY RESPONSIBILITY**

TBD

## **WORK ENVIRONMENT**

This job operates in a relatively fast-paced, professional office environment. Some field work within the community is required. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

## **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. While performing the duties of this job, the employee is regularly required to walk, talk, hear, bend, stoop, sit and drive. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

**CATS is an equal opportunity employer. As such, CATS will recruit, hire, train, and promote in all job levels the most qualified persons without regard to race, color, creed, national origin, sex, age or handicap. All employment decisions are based on job-related standards and must comply with the principles of equal employment opportunity.**