Position: ADA Information Specialist
Department: Mid-Atlantic ADA Center
Location: Remote / Hybrid if located in the Washington, DC metropolitan area
Position Type: Full-Time (i.e., 40 hours per week)
FLSA Status: Exempt
Salary Range: $60,000 - $70,000 / year
Reports To: Assistant Director, Technical Assistance

Americans with Disabilities Act (ADA) Information Specialist

TransCen, Inc. is a nationally recognized nonprofit organization dedicated to improving the lives of people with disabilities through meaningful work and community participation. For four decades, we have partnered with individuals, families, employers, schools, and workforce systems to create pathways to employment, independence, and fulfillment. Our physical offices are in Rockville, MD and Wauwatosa, WI.

The Mid-Atlantic Americans with Disabilities Act (ADA) Center is a project of TransCen that provides information, training, guidance, and materials on the ADA. We are seeking to hire an ADA Information Specialist whose efforts will primarily focus on providing high-quality information and technical assistance related the ADA. The person hired for this position will also have opportunities to make contributions across the Center's portfolio.

Funding for this position comes entirely from a three-year federal award (through August 2029) from the Administration on Community Living, U.S. Department of Health and Human Services. Hiring is contingent upon TransCen receiving continued funding.

Core Job Functions

Technical Assistance (75%)

- Provide accurate, nuanced, and fully accessible technical assistance via phone, email, and virtual meeting platforms to a wide range of regional ADA stakeholders

- Document technical assistance interactions, including resource recommendations, to ensure compliance with federal Outcome Management System (OMS) standards and ease of reporting
- Support the efficient routing of technical assistance requests (voicemails, emails, etc.) to appropriate staff based on urgency, degree of complexity, and other factors
- Stay abreast of relevant regulatory changes, case law, and other policies and practices that may impact how the ADA is implemented across settings
- Provide information and answer questions about the ADA while representing the Center at in-person community events

Strategic Communication (10%)

- Analyze and regularly report on technical assistance trends to inform research, programming, and educational outreach activities both regionally and nationally
- Collaborate with the Communications Specialist and Outreach Specialist to develop approaches for promoting the availability and benefits of Center resources, including technical assistance

Project Management (10%)

- Lead the implementation of at least one Center capacity building initiative annually; facilitate task completion along a timeline, activate necessary staff and partner support, evaluate impact using established measures, and investigate quality improvement opportunities
- Inform and contribute to the success of all Center projects by sharing topical expertise

Training (5%)

- Help prepare and deliver informative, engaging presentations to regional ADA stakeholders when expressed needs intersect with topical expertise
- Support the recruitment and coordination of subject matter expert presenters and facilitators for webinars, conferences, and other Center training events

Required Knowledge, Skills, and Abilities

- Basic knowledge of the Americans with Disabilities Act (ADA)
- Readiness to build more extensive, detailed ADA expertise
- Familiarity with issues impacting the disability community

- Excellent verbal and written communication skills
- Ability to display a polite and professional demeanor in all interactions
- Ability to maintain discretion and confidentiality
- Experience preparing information (e.g., reports) for internal and public use
- Ability to navigate the suite of Microsoft Office and Google Workspace programs
- Experience successfully working with remote teams

Preferred Knowledge, Skills, and Abilities

- In-depth ADA knowledge
- Familiarity with other federal disability rights laws
- Training and/or project management experience
- Knowledge of document accessibility (Word, PowerPoint, PDF, etc.)
- College degree or equivalent demonstrated work experience

What You Can Expect

- A flexible remote/hybrid work environment depending on your physical location
- Supportive supervision and professional development opportunities
- Training on ADA titles, regulations, etc.
- Coordination with a national network of ADA implementation experts
- A generous benefits package that includes:
    - Medical, dental, and vision insurance
    - Retirement contribution
    - Group life insurance
    - Paid time off (PTO)
    - Paid holidays

Ready to apply? Please send a cover letter and resume to hr@transcen.org. The application deadline is XX. Our hiring process includes an initial phone screening, a panel interview with the hiring manager and other relevant staff, and a final character interview with either the President or Vice President. A background check will be required upon acceptance of a written offer.

TransCen, Inc. is an equal opportunity employer committed to creating an inclusive workplace and advancing employment opportunities for individuals with disabilities. TransCen does not discriminate based on disability or any other status protected by applicable law.

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