



Burton Blatt Institute

**Assistant Director/
Training & Technical Assistance Manager**



**Southeast ADA Center/Disability & Business
Technical Assistance Center (DBTAC)**

The Burton Blatt Institute (BBI) manages the Southeast DBTAC/ADA Center (DBTAC). The Southeast DBTAC provides information, training, and technical assistance about the Americans with Disabilities Act (ADA) and disability rights throughout the Southeast (Federal Region IV) region (Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee). The Southeast DBTAC is part of a national network of DBTACs. The position is located at the BBI satellite office in Atlanta, GA.

Applicants must complete an online brief confidential application at the [Syracuse University Online Employment Site](https://www.sujobopps.com) [https://www.sujobopps.com] and must attach curriculum vitae or resume (PDF or Word file). The position is listed in the section Exempt (Salaried) Opportunities, and is titled **Assistant Director/Training & Technology Assistance**. The information may also be viewed at [Job Details – Syracuse University Online Employment Site](https://www.sujobopps.com/applicants/Central?quickFind=188387) [https://www.sujobopps.com/applicants/Central?quickFind=188387].

Information about the [Burton Blatt Institute \(BBI\)](http://bbi.syr.edu) may be reviewed at <http://bbi.syr.edu>, and the [Southeast DBTAC/ADA Center](http://sedbtac.org) at <http://sedbtac.org>.

Syracuse University is an equal opportunity, affirmative-action employer. BBI is committed to enhancing diversity and especially encourages applications from women, members of minority groups, and individuals with disabilities.

**Assistant Director/Training & Technical Assistance Manager
(Southeast DBTAC)**

Summary

The Assistant Director/Training & Technical Assistance Manager is responsible for developing, providing, coordinating, and promoting training, technical assistance, and informational materials for a wide range of audiences on the Americans with Disabilities Act (and related federal legislation), participating on the research team, providing support to the local, state, regional, and national partners, and overseeing the daily operations of a regionally based project based in Atlanta, Georgia, covering 8 southeastern states.

Qualifications

- Bachelor's degree or equivalent experience.
- 2-3 years of extensive training experience is required.
- Demonstrated knowledge and previous experience in planning and conducting intermediate and advanced ADA- and disability-related training programs for diverse audiences.
- 2-3 years of management experience, including supervision of staff.

Job Specific Qualifications

- Ability to handle multiple projects and to prioritize effectively.
- Ability to work as a team member as well as independently.
- Excellent written and oral communication skills.
- Proficiency in Microsoft Office software including Word, Excel, PowerPoint, Publisher, and Outlook.
- Ability and availability to travel, as needed.
- Demonstrated knowledge and previous experience in disability services with strong emphasis in the Americans with Disabilities Act as well as a knowledge of other disability-related laws.
- Demonstrated ability to exercise good judgment and solid decision making ability.
- Previous experience in preparing proposals and in project coordination.
- Previous experience in the development and facilitation of distance learning opportunities, including but not limited to on-line courses, webinars, and audio conferences.
- Demonstrated ability to establish and maintain effective relationships and partnerships with key stakeholders.

Preferred Qualifications

- Knowledge of marketing and communications principles and methods.
- Experience conducting legal research and application of law to factual situations, particularly in civil rights law.
- Experience working with and advising businesses or employers, particularly regarding equal employment opportunity or effective customer service.
- Experience working with disability community organizations.

Responsibilities

Training & Outreach

- Oversee project's multiple training activities, including on-site trainings, distance learning, webcourses, and new media, including offering training.
- Design, develop, and conduct trainings, panel discussions, and speaking engagements for audiences with a wide range of ADA knowledge and professional backgrounds.
- Coordinate outreach and marketing efforts to solicit and promote training opportunities to businesses, employers, trade associations, state and local government agencies, consumer and disability groups, and other target audiences.
- Assist in the content development for new web-based courses and revision of existing web courses as new regulations or court decisions are issued. Work collaboratively with the Web Manager to develop and present on-line course format.

Technical Assistance

- Coordinate an efficient and effective technical assistance program designed to ensure timely response to requests for information and assistance, including:
 - Provide, when necessary, direct technical assistance in response to customer requests with appropriate documentation.
 - Ensure that staff who provide technical assistance via telephone and email have appropriate training, expertise, and communication skills and provide accurate information in appropriate ways.
 - Monitor technical assistance schedule and staffing, ensuring that full coverage of the project's toll free line and project email is maintained at all times and responses are provided on a timely basis.
 - Coordinate staff development opportunities for technical assistance staff.

National and Regional Support Activities

- Provide training support to affiliate network through co-training opportunities, assistance with development of training programs, and by providing staff development on new laws, regulations, and court cases.
- Participate in the region's research team and provide support to researchers.
- Participate in National DBTAC projects and committees, as assigned.

Materials Development

- Work in collaboration with the Materials Development Coordinator to develop and distribute appropriate and highly usable materials to target populations, including efforts to enhance outreach efforts to culturally diverse groups and underserved populations across the region.
- Work in collaboration with the Project Director, Materials Development Coordinator, and Website Manager to develop content for the project's multiple websites.

Administrative Duties

- Supervise DBTAC staff (both in office and remote) and sub-contractors to ensure a high level of customer service and that project deadlines are met.
- Participate in proposal writing, budget management, and program management as needed.