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Subject: Access & Engagement Officer
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Cc: Danny James <djames@lexingtonky.gov>
Sent: October 21, 2025 12:08 PM (UTC-04:00)
Attached: Access and Engagement Officer - Job posting.docx

All,
The Access and Engagement Officer is scheduled to get second reading this Thursday, Oct. 23. I spoke with Dan and they will be able to post this position quickly. As you recall, this position doesn't technically have to be advertised but we are, and also told the council we would. I have attached the job description, with the qualifications, skills, and competencies, to make sure we are all on the same page. Please let me know if you have any changes.

The plan is to

- advertise next week (by or before 10/29)
- leave it out for about 3 weeks
- close either 11/17 (preferred) or 11/27 (Thanksgiving week)
- interviews in December

The position will be advertised on indeed, newspaper, ZipRecruiter, Linked In. If there are ideas for special outreach, please let me know.

Minimum Qualifications

- Bachelor's degree in business, public administration, liberal arts, or any field other than engineering or the hard sciences
- Four to Eight (4 - 8) years of related experience
- Additional years of related education may substitute for years of experience
- Additional years of related experience may substitute for years of education

Thank you,

Hilary Angelucci
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1775-2025

JOB DESCRIPTION

Access & Engagement Officer

Department: Office of the Chief Administrative Officer (CAO)

Reports To: Chief Administrative Officer

Grade 526

Position Summary

The Access & Engagement Officer provides independent leadership on lawful workplace practices, accessibility compliance (including ADA), and consistent employee experience across LFUCG. This is a **compliance-forward, behavior-based role** designed to foster a professional environment where all employees—and the public—can access services and thrive.

The role supports both **internal workforce culture** and **external service delivery**, ensuring that LFUCG responds to accessibility concerns with transparency, fairness, and legal integrity. Located in the CAO's Office, this position reinforces strategic oversight, neutrality, and organization-wide influence.

Essential Functions

- **Coordinate and facilitate organization-wide training** (e.g., workshops, toolkits, leader briefings) on accessibility, civility, emotional intelligence, and lawful workplace behavior.
- **Serve as a neutral advisor and collaborate with Legal, HR, Facilities, and departmental leaders** to align practices and compliance with organizational values and accessibility standards.
- **Coordinate LFUCG's response to ADA-related complaints from residents**, including access concerns related to facilities or services. Ensure consistent, timely, and legally compliant resolutions across departments.
- **Assess workplace and service climate**, recommending improvements that support a culture where employees thrive and residents experience fair access.
- **Support strategic workforce initiatives**, including employee retention, change readiness, and improved communication.
- **Monitor workplace trends, legal updates, and employee/public feedback** to propose proactive policy and culture enhancements.
- **Ensure confidentiality and trust**, navigating sensitive issues with discretion and professionalism.

- **Related duties as assigned.**

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Required Skills and Competencies

- Excellent verbal and written communication abilities.
- Ability to develop and lead training programs.
- Strong conflict resolution and problem-solving skills.
- Analytical mindset with data interpretation capabilities.
- Discretion handling confidential matters.
- Strong organizational skills and ability to manage multiple projects.
- Collaborative, independent, and proactive approach.

Working Conditions

- Standard office environment with frequent meetings, trainings, and cross-department collaboration.
- Handling of sensitive and confidential information.