Title: Ombuds

Pay Scale Group: 19

Essential Function

Under general supervision from a designated administrator, direct, manage and supervise the responsibilities of the Office of the Ombuds, which include the investigation and mediation of complaints and grievances, research projects, policy recommendations, and administrative activities.

Characteristic Duties

• Direct the investigation and mediation of complaints and grievances, research projects, policy recommendations and administrative activities.

• Maintain records of casework.

• Prepare and deliver presentations to groups in connection with the activities of the Office of Ombuds.

• Attend and participate in University policy meetings.

• Recommend policies and procedures.

• Develop budget request and written narrative.

• Develop reports on institutional improvements.

• Provide direct supervision to exempt and non-exempt staff (i.e., hiring/firing, performance evaluations, disciplinary action, approve time off, etc.).

• Perform related duties based on departmental need.

Minimum Qualifications

• Bachelor's degree with five (5) years experience; -OR- Associate's degree with seven (7) years experience; -OR- nine (9) years experience. Related experience must be in a University environment (department will define related experience).

Last updated: June 2007