<table>
<thead>
<tr>
<th>Job Family</th>
<th>General Administration</th>
<th>Job Summary</th>
<th>Involves providing impartial, informal, independent and confidential conflict resolution services to all constituencies, which may include faculty, staff and/or students.</th>
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<tr>
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<tr>
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<td>Job Title</td>
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<td>Ombudsperson 3</td>
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**Generic Scope**

- Entry-level professional with limited prior experience; learns to use professional concepts to resolve problems of limited scope and complexity; works on assignments that are initially routine in nature, requiring limited judgment and decision making. Employees at this level are expected to acquire the skills and knowledge to perform more advanced work following an agreed upon time in position, through defined training and development planning.

- Professional who applies acquired job skills, policies, and procedures to complete substantive assignments / projects / tasks of moderate scope and complexity; exercises judgment within defined guidelines and practices to determine appropriate action.

- Experienced professional who knows how to apply theory and put it into practice with in-depth understanding of the professional field; independently performs the full range of responsibilities within the function; possesses broad job knowledge; analyzes problems / issues of diverse scope and determines solutions.

- Experienced professional who knows how to apply theory and put it into practice with in-depth understanding of the professional field; independently performs the full range of responsibilities within the function; possesses broad job knowledge; analyzes problems / issues of diverse scope and determines solutions.

- Technical leader with a high degree of knowledge in the overall field and recognized expertise in specific areas; problem-solving frequently requires analysis of unique issues / problems without precedent and / or structure. May manage programs that include formulating strategies and administering policies, processes, and resources; functions with a high degree of autonomy.

- Recognized organization-wide expert. Has significant impact and influence on organizational policy and program development. Regularly leads projects of critical importance to the organization; these projects carry substantial consequences of success or failure.Directs programs with organization-wide impact (or may have impact beyond the University) that include formulating strategies and administering policies, processes, and resources. Significant barriers to entry exist at this level.

**Custom Scope**

- Under general supervision, position provides comprehensive, high-level administrative and para-professional support to the Ombuds Office. As first point of contact for callers / visitors to the Ombuds Office, ascertains the nature of requests and inquiries and, in consultation with the Ombudsperson as required, determines appropriate course of action including possible referral to other campus resources.

- Applies campus policies and procedures to resolve a variety of issues. Works on problems of moderate scope where analysis of situations or data requires a review of a variety of factors.

- Position provides impartial, informal, independent and confidential conflict resolution services on cases of moderate complexity. Uses skills as a seasoned, experienced Ombuds professional with a full understanding of industry practices and campus policies and procedures; resolves a wide range of issues. Demonstrates good judgment in selecting methods and techniques for obtaining solutions.

- Position provides impartial, informal, independent and confidential conflict resolution services to one or more constituencies, including faculty, staff and/or students. Handles the more complex and/or difficult cases. Uses advanced concepts in conflict resolution and campus objectives to resolve highly complex issues. Regularly works on highly complex issues where analysis of situations or data requires an in-depth evaluation of variable factors. Exercises judgment in selecting methods, techniques and evaluation criteria for obtaining results.

- Provides impartial, informal, independent and confidential conflict resolution services to one or more constituencies, including faculty, staff and/or students. Responsible for program administration and/or management and independently establishes priorities, goals and objectives, and develops outreach activities and training on conflict resolution. Provides annual reports, including recommendations for institutional policy and/or procedural changes. Having wide-ranging experience, uses concepts in conflict resolution and campus objectives to resolve the most complex issues with campus-wide impact. Works on most
## Job Summary

Involves providing impartial, informal, independent and confidential conflict resolution services to all constituencies, which may include faculty, staff and/or students.

## Job Function

Ombuds

## Category

Professional

## Job Level

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- **Entry**
  - Complex issues with little or no campus precedent where analysis of situations or data requires an in-depth evaluation of variable factors. Exercises judgment in selecting methods, techniques and evaluation criteria for obtaining results. Internal and external contacts often pertain to campus plans and objectives.
  - Is considered a subject matter expert on campus and often recognized as an expert externally in the industry.

- **Intermediate**
  - Position provides comprehensive, high-level administration and para-professional support to the Ombuds' Office.
  - Provides impartial, informal, independent and confidential conflict resolution services on full range of cases of moderate complexity.
  - Provides impartial, informal, independent and confidential conflict resolution services to one or more constituencies, including faculty, staff and/or students.

- **Experienced**
  - With independent responsibility for program administration and management, provides impartial, informal, independent and confidential conflict resolution services to one or more constituencies, including faculty, staff and/or students.

- **Advanced**
  - Under general supervision, provides analysis of moderately complex issues.
  - Provides analysis for complex issues.
  - Responsible for providing analysis for highly complex projects dealing directly with major department managers.
  - Serves as institutional resource to other offices on campus for resolving complaints.

- **Expert**
  - Adheres to and promotes Ombuds'.

## Key Resp 01

- **Position provides comprehensive, high-level administration and para-professional support to the Ombuds' Office.**

## Key Resp 02

- **As first point of contact, responds to calls and/or visitors, evaluates case urgency and may refer callers/visitors to other campus resources.**

## Key Resp 03

- **May schedule appointments with clients and higher level Ombuds' person and offer suggestions to the client on how to effectively prepare for the meeting with the Ombuds' person.**

## Key Resp 04

- **Under general supervision, provides analysis of moderately complex issues.**

## Key Resp 05

- **Assists in training program presentations as requested.**

## Key Resp 06

- **Adheres to and promotes Ombuds'.**
### Job Summary
Involves providing impartial, informal, independent and confidential conflict resolution services to all constituencies, which may include faculty, staff and/or students.

### Job Level
- **Entry**
- **Intermediate**
- **Experienced**
- **Advanced**
- **Expert**

### Key Resp 07
Performs administrative responsibilities including: budget administration, data gathering analysis (for example, reporting student trends) proposing procedural or system changes, report preparation, and training material preparation and inventory control.

May sit on relevant high level campus committees as a non-voting member.

### Key Resp 08
Collaborates with other Ombuds professionals, and, as required, all levels of University administration on issues of general concern; serves as an advocate for change by reporting systemic issues identified through casework.

### Key Resp 09
Establishes and maintains effective working relationships at all levels of administration (Vice Chancellors, Deans, Directors, and Office of the President including General Counsel).

### Education 1
Bachelor’s degree in related area and/or equivalent experience/training.

### Education 2
Bachelor’s degree in related area and/or equivalent experience/training.

### Education 3
Bachelor’s degree in related area and/or equivalent experience/training.

### Education 4
Bachelor’s degree in related area and/or equivalent experience/training.

### License 1

### License 2

### License 3

### License 4
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**KSA 01**
Basic understanding of conflict resolution and mediation techniques and principles.
Thorough understanding of conflict resolution and mediation techniques and principles.
Advanced level knowledge of the nature of conflict and conflict resolution and mediation techniques and principles.
Expert knowledge of the nature of conflict and conflict resolution and mediation techniques and principles.

**KSA 02**
Working knowledge of the role of the Ombuds Office and Ombuds Office professionals.
Full understanding of the role of the Ombuds Office and Ombuds Office professionals.
Advanced knowledge of the appropriate role of the Ombudsperson, the code of ethics and standards of practice.
Expert knowledge of the appropriate role of the Ombudsperson, the code of ethics and standards of practice.

**KSA 03**
Working knowledge of the campus, its resources, infrastructure, policies, and procedures.
Thorough knowledge of the campus, its resources, infrastructure, policies and procedures.
Thorough understanding of the campus, its mission, vision, goals, objectives, resources, infrastructure, policies, procedures, and practices.
Thorough understanding of the Campus, its mission, vision, goals, objectives, resources, infrastructure, policies, procedures, and practices.

**KSA 04**
Interpersonal communication skills, including skill to deal effectively with a broad and diverse range of people in a complex, multi-layered organization.
Full knowledge of applicable laws, rules, regulations and/or policies and procedures.
Thorough understanding of all applicable laws, rules, regulations, policies and procedures, research methods, techniques, and/or sources of information.
Thorough understanding of all applicable laws, rules, regulations, policies and procedures, research methods, techniques, and/or sources of information.

**KSA 05**
Skill in using sensitivity and tact when dealing with individuals who may be in stressful or difficult situations.
Strong conflict resolution and mediation skills.
Advanced conflict resolution and mediation skills and expert skill in developing effective options for conflict resolution.
Expert conflict resolution and mediation skills and expert skill in developing effective options for conflict resolution.

**KSA 06**
Listening skills and skill in determining caller/visitor needs.
Strong interpersonal communication skills to deal effectively with a broad and diverse range of people in a complex, multi-layered organization, including effective listening, discernment, empathy and sensitivity skills.
Advanced interpersonal communication skills to work effectively with a broad range of diverse populations within a complex and multi-layered organization, including effective listening, discernment, empathy and sensitivity skills.
Expert interpersonal communication skills to work effectively with a broad range of diverse populations within a complex and multi-layered organization, including effective listening, discernment, empathy and sensitivity skills.

**KSA 07**
Skill in determining those visitors/callers who would be better served by others.
Strong problem-solving skills, including skill in determining root causes of issues.
Advanced skills in research/assessment, critical thinking, analytical thinking.
Skills in research/assessment, critical thinking, analytical and problem-solving.
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<td>referral to other campus resources.</td>
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**KSA 08**
Skill in collecting and organizing relevant statistical data for analysis by senior staff.

Skill to collect, organize and analyze relevant statistical data.

Skill in analyzing statistical data to provide institutional feedback regarding trends, practices, policies, procedures, etc.

Skills in analyzing statistical data to provide institutional feedback regarding trends, practices, policies, procedures, etc.

**KSA 09**
Skills to make appropriate suggestions to assist in the beginning stages of the resolution process.

Strong presentation skills.

Advanced training skills.

Expert training skills.

**KSA 10**
Strong organizational skills; and requisite computer skills, including University-specific applications such as Financial, Human Resources Management Systems and Data Warehouses.

Skills to understand the risk and liability issues of a large, complex academic and research institution, including the principles of university governance and academic freedom.

**KSA 11**

Expert skills to identify issues and provide effective options, recognizing policy, legal and practical implications.

**KSA 12**

**KSA 13**

**KSA 14**

**KSA 15**

**Environment**
Campus, medical center or other university setting and various external venues.

Campus, medical center or other university setting and various external venues.

Campus, medical center or other university setting and various external venues.

Campus, medical center or other university setting and various external venues.

**Career Path 1**
Ombudsperson 3

Ombudsperson 4

Ombudsperson 5

General Administration > Ombuds > Supervisory and Management

**Career Path 2**

**Career Path 3**

**Career Path 4**

**Career Path 5**

**Career Path 6**