AUBURN
Human Resources

Associate University Omudsperson

Job Description

JOB INFORMATION

Job Code	AB70
Job Description Title	Associate University Omudsperson
Pay Grade	AA14
Range Minimum	$85,730
33rd %	$108,590
Range Midpoint	$120,020
67th %	$131,450
Range Maximum	$154,310
Exemption Status	Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	5/31/2023

JOB FAMILY AND FUNCTION

Job Family:	Academic Services & Administration
Job Function:	Academic Programs

JOB SUMMARY

Reporting to the University Ombudsperson, the Associate University Ombudsperson provides the Ombuds Office resources for confidential complaint handling and neutral, informal conflict resolution to all Auburn University students, faculty, and administrative & professional (A&P) members and staff persons. The Ombudspersons may work with individuals or groups to facilitate communication and collaborative dispute resolution, by offering options for self-help or by mediating mutually agreeable outcomes. The Associate Ombudsperson takes leadership responsibility in gathering anonymous aggregate data and other information for upward feedback to administrators when patterns of concern brought to the office indicate problem areas or trends. While maintaining impartiality, the Ombuds Office may serve as an organizational resource to recommend improvements in policy and procedures.

RESPONSIBILITIES

- Provides the Ombuds Office resources for confidential complaint handling and neutral, informal conflict resolution to all Auburn University students, faculty, and administrative & professional (A&P) members and staff persons. Assists visitors by identifying problems and presents resolution options; facilitates the visitor's assessment of the pros and cons of options. Upholds the integrity of the office through best practices including independence, fair process, neutrality, impartiality, confidentiality, and timely attention to the resolution of issues while treating all office visitors with dignity, honor, and respect. Maintain independence, neutrality, informality, and exercise good judgment throughout the process.
- While maintaining confidentiality, conducts an informal inquiry to better understand all perspectives on a particular concern. Offer impartial and confidential consultations to campus members who seek assistance with grievances or concerns.
- Facilitates group meetings, shuttle diplomacy, and negotiations to encourage multi-party participation and guide them towards mutually acceptable resolutions.
- Develops and implements innovative conflict resolution models.
- Promotes equitable processes without advocating for any specific individual.
- Empowers visitors by coaching them on negotiation skills and positive approaches to resolving conflicts
- Conducts confidential inquiries to gain a comprehensive understanding of all perspectives on a given concern. Consult with all parties involved, foster communication, and develop mutually agreeable strategies and cooperative processes for complaint resolution, with permission.
- Provides referrals and facilitate access to appropriate resources, including information on formal grievance procedures. Provides guidance and assists in interpreting University policies and procedures.
- Provides on-going education and communication about the Ombuds Office role to all potential visitors and to leadership and decision-makers. Designs and conducts training programs for the campus community in

RESPONSIBILITIES

	dispute resolution, negotiation skills, respectful communication, and related topics. Keeps up to date on all changes and developments within the schools and programs of the complex, multi-layered University.
•	Serves as a resource for administrators in identifying areas in need of improvement, formulating or modifying policy and procedures, raising issues that may surface because of a gap between the stated goals of the institution and actual practice or incidents. Makes appropriate recommendations for policies or practices that would reduce or prevent recurrence of grievances. With permission, acts as a liaison between individuals or groups and the campus administrative structure, serving as a communicator or informal facilitator. Functions as a sensor within the campus community to surface problems or trends; if appropriate, recommends creative ways to address these concerns. With the University Ombudsperson, provides early warning of new areas of organizational concern, upward feedback, critical analysis of systemic need for improvement, and makes system change recommendations.
•	Oversees the collection and recording of aggregate anonymous data on ombuds cases, with identification of general categories of concerns brought to the ombuds office, as well as broad demographic information about office activities. Analyzes patterns indicated by the data, including the resolution process and other information to evaluate the effectiveness of the Ombuds Office. Prepares reports based on the data and other information to identify opportunities for systemic improvement, drafts the annual report in collaboration with the Ombudsperson.
•	Assists the University Ombudsperson in budget projections, programs, and service enhancements. Supports the University Ombudsperson with planning and adherence to office operational protocols and standards of practice.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Master's Degree	Degree in Conflict Resolution, Organizational Development, Psychology, Sociology, or related field	and	3 years of	Experience in conflict resolution, mediation, resolving conflicts, or navigating complex issues in a fair and impartial manner	Or
	If a candidate has a Juris Doctorate or a PhD, the degree can be substituted for 1 year of experience towards the 3 years required		3 years of	Experience working in a higher educational academic research institution is desired preferably as a conflict resolution practitioner	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Ability to listen actively and empathically to understand, respect, and support each office visitor.	
Strong active listening skills and the ability to communicate effectively with a diversity of individuals, both orally and in writing.	
Ability to problem-solve collaboratively, to gather and analyze information impartially, to negotiate or help negotiate effectively while protecting confidentiality, and to offer options for conflict resolution that are responsible, constructive, and creative.	
Understanding of the impact of procedures and decisions for all stakeholders including the organization.	
Strong presentation skills, strong communication skills with tact and diplomacy. Has skills to identify root causes and recommend system change.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Skilled in effective negotiation, understanding of organizational development and change management.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
	Must complete The Foundations of Organizational Ombuds Practice training	within 180 Days	Required	And
	Must currently be, or willing to become, an active member of professional ombudsman organizations; must subscribe to and practice in accordance with the Code of Ethics and Standards of Practice of The International Ombudsman Association; expected to continually enhance professional skills through training courses within the profession and related fields, and to become a Certified Organizational Ombudsman Practitioner CO-OP©		Required	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions		X				
Eye/Hand/Foot Coordination		X				

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:
Ability to see information in print and/or electronically.