



## Job Description and Essential Function Analysis

### SECTION 1: JOB DESCRIPTION

Job Title:	Ombudsperson
Department:	Office of the President of the College
Reports to (Title):	President of the College
Date completed:	May 28, 2012
Name of person completing this form:	Kristin Lovig
Title of person completing this form:	Director of Human Resources

#### JOB SUMMARY

*In three to five sentences, please briefly describe the job's primary purpose to the department.*

The ombudsperson function is independent of existing administrative structures and reports directly to the president. The ombudsperson is a designated neutral or impartial facilitator whose major function is to provide confidential and informal assistance to the college's community, which includes students, faculty and staff. Serving as a designated neutral, the ombudsperson is neither an advocate for any individual nor the institution, but rather an advocate for fairness who acts as a source of information and referral, aids in answering individual's questions, and assists in the resolution of concerns and critical situations. The ombudsperson will serve as a campus resource to: consult, refer, and facilitate the resolution of conflict between parties, apply essential knowledge of college policies, analyze concerns, issues and current policy and make recommendations, design and conduct training related to dispute resolution, and educate the campus community about the office's roles.

#### ESSENTIAL JOB RESPONSIBILITIES

*List the job's most important responsibilities. There are probably no more than six of these. Also indicate the approximate percent of time spent on each job function. (Note: Do not record how the job responsibilities are carried out.)*

#	Responsibility	% of Time
(1)	Dispute Resolution, Consultation and Referral <ul style="list-style-type: none"> <li>* Provide impartial and confidential consultation to members of the campus community who are aggrieved or concerned about an issue.</li> <li>* Listen to, advise, and make recommendations to inquirers regarding alternative courses of action and advise steps to follow when working towards resolution of a complaint.</li> <li>* Assist inquirers in obtaining and providing relevant information regarding college policies and procedure.</li> <li>* Assist inquirers in clarifying issues and generating options for resolution.</li> <li>* Facilitate inquirer's assessment of possible options.</li> <li>* With the inquirer's permission, consult with all parties to clarify and analyze problems, focus discussions, and develop a mutually-satisfactory process for resolution.</li> </ul>	60%

#	Responsibility	% of Time
	<ul style="list-style-type: none"> <li>* If direct action by the ombudsman is an appropriate action, obtain the inquirer's agreement and permission before proceeding.</li> <li>* If necessary, and while maintaining confidentiality, engage in informal information gathering in order to better understand an issue from all perspectives.</li> <li>* Consult with department managers and appropriate individuals to develop cooperative strategies for resolving concerns and complaints.</li> <li>* Facilitate group sessions with disputing parties to assist in the exchange of information and to work to identify and resolve underlying sources of conflict.</li> <li>* When appropriate, provide referrals to other resources such as the Office of Human Resources, the Employee Assistance Program, Student Health and Counseling Services, and the Office of Campus Safety and Security.</li> <li>* Follow up with inquirers as appropriate to determine outcome and further need of assistance.</li> </ul>	
(2)	<p>Policy Analysis and Feedback</p> <ul style="list-style-type: none"> <li>* Serve as a campus resource to those responsible for formulating or modifying policy and procedures, by bringing forward any concerns or issues regarding college policy and procedures.</li> <li>* Prepare periodic reports to the college community based upon anonymous aggregate data. These reports will reveal trends in grievances and concerns, identify patterns or problem areas in college policies and practices, may recommend revisions and improvements and may assess the climate of the campus.</li> <li>* Act as a liaison between individuals or groups and the campus administrative structure, serving as a communicator or informal facilitator, as appropriate, and providing upward feedback.</li> <li>* Function as a monitor within the campus community to identify problems or trends that affect the entire campus or significant parts of the campus; if appropriate, recommend creative ways to address these concerns.</li> <li>* Provide early warning of new areas of organizational concern and make recommendations for change.</li> <li>* Prepare a recommendation to the president as to the structure of a regularized Ombuds office.</li> </ul>	15%
(3)	<p>Community Outreach and Education</p> <ul style="list-style-type: none"> <li>* Provide on-going education and communication about the office's role to all potential inquirers as well as to college leadership.</li> <li>* Design and conduct training programs for the campus community in dispute/conflict resolution, negotiation skills, civility and related topics.</li> <li>* Advise on-campus committees regarding conflict resolution, and participate in ombuds outreach activities regionally and nationally.</li> </ul>	15%
(4)	<p>Office Responsibilities</p> <ul style="list-style-type: none"> <li>* Formulate, manage and monitor the overall goals, direction, data, programs and budget of the office.</li> </ul>	10%

### GENERAL RESPONSIBILITIES

#	Responsibility
(1)	Maintain regular attendance in accordance with department policy.
(2)	Comply with all safety policies, practices and procedures. Report all unsafe activities to supervisor and/or Human Resources.
(3)	Understand and comply with the policies of the College Staff Handbook.
(4)	Demonstrate commitment to customer service. Establish effective relationships with internal and external

#	Responsibility
	customers and respond to their needs.
(5)	Perform duties as a team member in a manner supportive of department and College procedures, policies and goals.
(6)	Protect confidentiality of College information.
(7)	Provide leadership to others through example and sharing of knowledge/skill.
(8)	Communicate with others in a courteous and helpful manner.
(9)	Perform other duties as assigned.

## **SUPERVISORY RESPONSIBILITIES**

*Does this job have supervisory responsibilities?*  Yes  No

## **SUPERVISION RECEIVED**

*Level of supervision that this position receives from their supervisor.*

Nominal Direction: subject only to very broad communication associated with my position.

## **EDUCATION**

*Level of education needed to successfully accomplish the essential duties of this job.*

Bachelor's degree (B. A.) from four-year college or university

Master's degree (M.A.) or equivalent is desired

If a specific degree is necessary, please list it below. (i.e. B.A. in Accounting)

A Bachelor's Degree is required. A Master's Degree and/or experience in dispute resolution training or ombudsman experience is desired. Experience working with people of diverse backgrounds and cultures is also desired.

## **EXPERIENCE**

*Level of experience needed to successfully start the position and accomplish the essential duties of this job.*

Three years of related experience

## **COMPUTER OPERATIONS**

Demonstrated use of intermediate computer operations (relational databases, and operating systems) and intermediate software packages (word processing, spreadsheet, graphics, etc.)

## **CERTIFICATES, LICENSES, REGISTRATIONS**

*List the licenses, certificates, or registrations that are required to perform the essential duties of this job.*

The incumbent must either be, or willing to be, an active member of professional associations, in particular, The International Ombudsman Association (IOA). The ombudsperson is expected to follow the Code of Ethics and the Standards of Practice of The International Ombudsman Association. He or she should be proactive about learning new skills and staying on top of current industry trends and best practices.

## **TRAVEL**

Minimal overnight travel (up to 10%) by land and/or air.

## **ADDITIONAL INFORMATION OR QUALIFICATIONS**

*Include any other information that will aid in the preparation of an accurate description of this job.*

The ombudsperson must have certain critical skills and characteristics. These are: outstanding communication and presentation skills, problem-solving and negotiation skills, decision making and strategic thinking skills, conflict resolution and networking skills, integrity, good composure, and sensitivity to diversity issues. An Ombudsperson should not be risk-averse and should understand that this position may, on occasion, challenge even the highest levels of the administration in an effort to foster fair and just practices.

## SECTION 2: ESSENTIAL FUNCTION ANALYSIS

Accurate identification of essential and marginal functions and the time required is important for making a variety of personnel decisions, including recruitment, hiring, performance evaluation, discipline, training and accommodation. The analysis explains the components of the job by identifying who, what, why, how much, and when.

### MENTAL/COGNITIVE REQUIREMENTS

*How much on-the-job time is spent in the following mental/cognitive activities? Show the amount of time by checking the appropriate boxes below.*

	<b>Amount of Time</b>			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Analyzing information or data	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Effective communication skills (written and verbal)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Composing & comprehending communication materials (written and verbal)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Establishing effective interpersonal relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Adjusting to changes (work load, environment, department structure, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Using logic to define problems, collect information, establish facts, draw valid conclusions, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Making decisions of moderate to substantial consequence	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Performing mathematical calculations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Editing reports or technical materials	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Planning and organizing (work load, schedules, events, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Handle stressful, emotional and/or frustrating situations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with numerous distractions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working under a time pressure and within timelines/deadlines	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Coordinating work with others	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Handling multiple assignments and priorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Completing work in an accurate manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating - maintaining attention to details and tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Memory functions (remembering names, details and procedures)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## PHYSICAL REQUIREMENTS

How much on-the-job time is spent in the following physical activities? Show the amount of time by checking the appropriate boxes below.

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ability to walk up or down stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Use hands to finger, handle, or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reach with hands and arms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb or balance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch, or crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Taste or smell	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does this job require that weight be lifted or force be exerted? If so, how much and how often?

Check the appropriate boxes below.

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds (with an assisted device)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds (with an assisted device)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sedentary physical activity performing non-strenuous daily activities.

Does this job have any vision requirements?.

Close vision (clear vision at 20 inches or less)

## WORK ENVIRONMENT

How much exposure to the following environmental conditions does this job require? Show the amount of time by checking the appropriate boxes below.

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work in high, precarious places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Air Contamination (i.e., dust, fume, smoke,				

toxic conditions, disagreeable odors)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration (i.e. operating jackhammer, impact wrench)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confined Spaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Please check one or more of the following locations where this job would work:*

Well-lighted, heated and/or air-conditioned indoor setting with adequate ventilation.

*How much noise is typical for the work environment of this job?*

Quiet (example: private office)