Job Title: Ombudsperson, Student and Staff

BCAT Code: 09KX15  Effective Date: November 1, 2009
Pay Grade: G18   FLSA Status: Exempt  Revision Date: July 1, 2013

General Description
Facilitates neutral or impartial dispute resolution, complaints, and appeals. Works independently and in confidentiality with all members of the University community through consultation, diplomacy, negotiations, mediation, and facilitation. Conducts training programs.

Examples of Duties
- Provides impartial and confidential consultation to visitors and callers.
- Facilitates group meetings and mediation discussions.
- Designs and conducts training programs in conflict resolution.
- Monitors trends in institutional problems and recommends methods and strategies in their resolution.
- Listens to all complaints, concerns, and issues surrounding disputes and conflicts.
- Consults with the complaining parties in conducting informal fact-finding.
- Consults with faculty, supervisors, and managers to develop strategies in resolving complaints.
- Performs other duties as assigned by the institution.

Knowledge, Skills, and Abilities
- Knowledge of dispute and conflict resolution, mediation, and legal practices.
- Knowledge of dispute and conflict resolution methods and techniques.
- Knowledge of computer operations and software, such as spreadsheets, word processing, presentations, databases, etc.
- Effective time management and organizational skills.
- Effective oral and verbal communication skills with external and internal customers.
- Ability to multi-task.
- Ability to provide excellent customer service.

Minimum GSU Hiring Standards
Bachelor’s degree and seven years of supervisory and leadership experience in a complex work environment, in conflict management, organizational change or a closely related experience; or a combination of education and related experience. Certification as Mediator and/or Ombudsperson is required.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.