Job Specification

Job Title: Assistant Ombudsperson

BCAT Code: 09KX16                          Effective Date: January 1, 2013
Pay Grade: G16   FLSA Status: Exempt       Revision Date: November 1, 2014

General Description
Facilitates confidential conversations, conducts conflict coaching and training, responds to student complaints. Serves as the assistant to the Student/Staff Ombudsperson and Faculty Ombudsperson and as the main point of contact between the Office of the Ombudsperson and the Dean of Students Office.

Examples of Duties
• Facilitates confidential conversations for students involved in conflict situations.
• Conducts research and follow-up with student related issues, such as financial aid, enrollment and admission, appeals and waivers, grade disputes, etc.
• Provides resources to students seeking coaching and advice.
• Facilitates informal student discussions with professors.
• Serves as Mediator for the Center for Negotiation and Conflict Resolution, Board of Regents.
• Leads Conflict Resolution mini-workshops for students in a classroom setting.
• Works closely with the Department of Education/NetQ to provide conflict education for future teachers.
• Assists the Ombudsperson in the development and implementation of the Student Conflict Prevention Program (SCPP).
• Manages the Peer Mediation component of the SCPP.
• Maintains the Case Management and Reporting System (CMRS).
• Coordinates data, materials, and logistics for workshops and training.
• Assists with the design, development, and dissemination of training material.
• Provides annual professional workshops for student workers, departments, and committees.
• Manages the financial affairs of the department.
• Assists with budget activities, invoicing, reporting, etc.
• Prepares financial reports and grant proposals; maintains department records.
• Serves as liaison to other departments.
• Supervises support staff.

Knowledge, Skills, and Abilities
• Knowledge of dispute and conflict resolution, mediation, and legal practices.
• 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 use independent judgment in complex situations.
• Ability to supervise and direct the work of others.

Minimum GSU Hiring Standards
Bachelor’s degree in a social science field and five years of related experience; or a combination of education and related experience. Certification as a Mediator. Master’s degree in Conflict Resolution or a social science field preferred.

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.

Office of Human Resources                          Classification Section