Job Title: Coordinator, Office of the Ombudsperson

BCAT Code: 09HX33 Effective Date: June 1, 2011
Pay Grade: G15 FLSA Status: Exempt Revision Date: July 1, 2013

General Description
Acts as the initial point of contact for students, staff and faculty who seek assistance in conflict resolution.

Examples of Duties
- Serves as backup to the Student/Staff Ombudsperson for conducting training and workshops.
- Facilitates student training and assists in the development and implementation of the Student Conflict Prevention Program.
- Responds to and researches student complaints and provides resources to student complainants.
- Collects and analyzes data for the office and reports this data to the appropriate personnel.
- Develops marketing plans for the office and disseminates information independently.
- Maintains the annual office calendar in collaboration with other campus departments to coordinate workshops, training, etc.
- Plans Conflict Resolution Day activities and events.
- Manages and assists with budget activities, invoicing, reporting, etc.
- Performs administrative duties, such as making travel arrangements, ordering supplies, maintaining service contracts, and other general office duties.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of office and University policies and procedures.
- Knowledge of applicable federal, state, University, and Board of Regents rules and regulations.
- Knowledge and experience in conflict resolution.
- Excellent time management and organizational skills.
- Strong communication skills.
- Ability to make independent decisions.
- Ability to work independently.
- Ability to develop and maintain working relationships.

Minimum GSU Hiring Standards
Bachelor’s degree in Social Science or related field and four years of related experience. Experience with mediation and conflict resolution processes preferred.