**Job Description**

Non-Leadership

**Job Title** Ombudsperson

**Job Code**

**Pay Grade**

**FLSA Status** Exempt

**Division** Student Services

**Department** Student Life

**Location** Milwaukee

**JOB SUMMARY:**

Summarizes the main points of the job description which may include key responsibilities, functions, and duties; education and experience requirements; and any other pertinent information (i.e. scheduling requirements, travel, etc.)

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| Under the Vice President of Retention and Completion, protects against abuse, bias and other improper treatment or unfairness. Serves as a designated neutral, the ombudsperson is neither an advocate for any individual nor the organization, but rather, an advocate for fairness who acts as a source of information and referral, and aids in answering individual’s questions, and assists in the resolution of concerns and critical situations. The office shall be informal, independent, impartial, and confidential. Recourse to the Ombudsperson’s process shall be at the option of the faculty member, and the Ombudsperson may participate in disciplinary proceedings. Supplements, but does not replace, the College’s existing structures and resources for conflict resolution.  |

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Duties with a circle (•) before the number are essential functions as defined by Americans with Disabilities Act (ADA).

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| • | Provides confidential consultation to members of the Faculty and Administration regarding matters that are delegated to the Office of the Ombudsperson. |
| • | Supports students who have questions, complaints, or disputes concerning District policies and procedures; helps to resolve conflict in the academic unit or between faculty and administrators, including administrators not covered by the District grievance procedures; consultation and informal advising; facilitation and provision of assessments and information to appropriate District officials. |
| • | Demonstrate fair and impartial equity of treatment with all student concerns. |
| • | Acts as liaison between individuals or groups and the campus administration by serving as a consultant, facilitator, and informal mediator. In considering any given instance or concern, the rights and responsibilities of all involved parties are taken into account. Recommends steps toward problem resolution and appropriate action. |
| • | Maintains confidentiality of communications; prepares periodic reports to the District based on anonymous aggregate data including grievances and concerns trends, identifies patterns or problem areas in District policies and practices, and may recommend revisions and improvements, and assess the climate of the District. |
| • | Assists inquirers in interpreting college policies and procedures. |
| • | Provides assistance to inquirers by clarifying issues and generating options for resolution. Facilitates the inquirer's assessment of the pros and cons of possible options or alternative courses of action. |
| • | Seeks and receives permission from an inquirer before taking direct action. Conducts appropriate internal investigation, fact-finding, and analysis for better understand of an issue prior to rendering an opinion. |
| • | Consults with Faculty and Administration in order to develop cooperative strategies for complaint resolution. |
| • | Consults with all parties to clarify and analyze problems in order to focus discussions and develop a mutually satisfactory process for resolution. |
| • | Facilitates group meetings, uses diplomacy or negotiation skills to enable communication between and among parties in conflict. |
| • | Encourages flexible administrative practices so as to maximize the institution's ability to meet, in an equitable manner, the interests and needs of all parties in conflict. |
| • | Provides referrals to other resources whenever appropriate or necessary. |
| • | Assist inquirers to resolve their conflicts including: (1) helping persons learn how to deal with matters directly, should they wish to do this; (2) serving as a communication conduit between parties (shuttle diplomacy); (3) bringing parties together through an informal mediation process; and (4) influencing or suggesting system change, which might obviate similar problems in the future. |
|  | Develops and conducts training and information sessions for the campus community about the Ombuds Office's role in college conflict resolution. Works collaboratively with other campus personnel with conflict resolution interests and responsibilities. |
|  | Works to build consensus within communities where the District is assisting on neighborhood plans with the community and diverse stakeholders, including civic, business, and local government officials. |
|  | Supports colleges and departments across the District on projects and programs including service on committees to advance the goals of the college to impact surrounding communities. |

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|  | Other duties as assigned. |

**MINIMUM QUALIFICATIONS**

Compliance with all state, federal, and accreditation standards/requirements, as well as all MATC policies and procedures.

**Required Education**: Bachelor’s degree is required.

**Preferred Education**: Master’s degree is preferred.

**Required Experience**: Must have a minimum of three (3) to five (5) years of experience performing duties as an Ombudsperson including demonstrated skills in problem solving, analysis, and/or conflict resolution including the experience with addressing the highest levels of the college; experience with analysis of legal documents policy and procedures; designing and conducting training programs in, civility, resolution, negotiation skills and theory, conflict or other related topics.

**Preferred Experience**: Prefer more than five (5) years of experience in related field.

**Required License/Certification**: Active member of professional associations i.e.: The University and College Ombuds Association; the Society of Professionals in the Dispute Resolution.

**Preferred License/Certification**: None.

**Specialty Skills:** None.

**COMPETENCIES**

* Cultivates innovation
* Optimizes work processes
* Ensures accountability
* Collaborates
* Interpersonal savvy
* Communicates effectively
* Instills trust
* Customer focus
* Action oriented
* Values differences
* Self-development
* Compassion

**KNOWLEDGE, SKILLS, AND ABILITIES**

* Knowledge of MATC and WCTC structure, culture, policies, practices, and pivotal, governing documents.
* Knowledge and ability to perform to professional Ombuds standards, codes of ethics, procedures, and principles and techniques for informal inquiries.
* Knowledge of factors leading to conflict and methods to facilitate resolution.
* Skilled in communication and Problem-Solving skills including investigating, gathering, analyzing, and interpreting information.
* Skilled in strategic thinking and decision-making including awareness of the impact the both the inquirer and other stakeholders within the institution.
* Excellent verbal and written communication skills, including the ability to communicate effectively and respectfully with individuals from diverse backgrounds and with diverse groups of individuals throughout the District and community.
* Demonstrated ability to exercise independent judgment and prudence in dealing with sensitive, confidential matters and remain non-judgmental.
* Demonstrated ability to understand liability and risk issues of a large, complex organization, including sexual harassment, whistleblower laws and policies, discrimination, and other compliance related issues.
* Ability to develop effective and cooperative working relationships with key internal and external stakeholders. (students, faculty, staff, community, civic organizations)
* Ability to coordinate, manage, problem solve, strategize, schedule, analyze, and plan.
* Ability to use appropriate judgment and initiative in making recommendations and resolving problems that are highly complex and sensitive in nature.
* Possess complete integrity and a high sense of personal and professional ethics.
* Ability to be nimble, adaptable, and flexible to office needs in a highly responsive environment.
* Ability to work under pressure and take on new assignments as required.
* Ability to work independently, with a high degree of initiative; ability to meet deadlines; maintain confidentiality.
* Effective organizational and time management skills with a high degree of attention to detail required.
* Ability to anticipate different courses of actions, and equally skilled at advising the inquirer in assessing alternative courses of action.
* Demonstrated ability of building partnerships, and working with a team to design and implement programming.
* Ability to exhibit professionalism in the organization and public speaking including presentations of information to a variety of audiences and interest groups.

**PHYSICAL DEMANDS**

Physical Demands: Ability to lift up to 15lbs, carry, and push up to 20 lbs. and ability pull up to 50 lbs.

• Ability to climb stairs and a ladder and maintain balance.

• Ability to stoop, kneel, crouch, reach, hear and speak.

• Sitting/Standing/Walking: 45% of time spent sitting, 40 % of time standing, and 15% of time walking.

**APPROVALS**

Department Approver Name: HR Approver Name:

Department Approver Title: HR Title: