



## **Job Specification**

**Job Title: Ombudsperson, Student and Staff**  
**BCAT Code: 422X BN**  
**Pay Grade: G18**

**Effective Date: April 1, 2007**  
**Revision Date: February 1, 2007**  
**FLSA Status: Exempt**

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### **General Description**

Provides neutral or impartial dispute resolution, complaints, appeals, functions, independently, confidentially, to all members of the university community. This is achieved 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.
- Listen to all complaints, concerns, and issues surrounding disputes/conflict.
- Consults with 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/conflict resolution, mediation, legal practices, methods and techniques.
- Knowledge of computer operation and software (spreadsheets, word processors, presentations, databases, etc.).
- Ability to multi-task, and provide exhibit excellent customer service.
- Effective time management and organizational skills.
- Effective oral and verbal communication with external and internal customers.

### **Minimum GSU Hiring Standards**

Law degree and three years of experience or Juris Doctor degree and 1 year of experience, with applicable training/certification as a mediator and/or Ombudsman in both cases.

*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.*