



<b>Job Title</b>	Deputy Ombuds Officer	<b>Job Code</b>	OT0711
<b>Pay Plan</b>	A&P	<b>Pay Grade</b>	19
<b>Union</b>	Non-Union	<b>FLSA Status</b>	Exempt
<b>Job Family</b>	Other	<b>Union Code</b>	0
		<b>Subfamily</b>	Ombuds

**Job Family & Subfamily Summary**

**Other Professionals** include miscellaneous areas.

**Ombuds Professionals** provide impartial, informal, independent, and confidential conflict resolution services to faculty, staff, and students.

**Job Summary**

Serves as a confidential, neutral, informal and independent resource to the UCF community, facilitates problem-solving, engages in conflict resolution efforts and addresses concerns brought forward to the office by following the code of ethics and standards of practice of the International Ombudsman Association. Acts as a backup for the Ombuds Officer and is required to periodically coordinate any administrative, procurement and office support activities.

**Representative Duties**

1.
  - Listens to concerns brought to the Ombuds Office by the UCF community and assesses needs of the visitors
  - Addresses a wide range of concerns by exploring problems in depth and generating an array of options
  - Serves as a liaison between the Ombuds Office, university administrators, students, parents, faculty, staff and others
2.
  - Assists the Ombuds Officer with collecting statistical data for issues brought to the office and develops reports and charts to represent the data
  - Works with the Ombuds Officer to identify trends and patterns of concerns so that the Ombuds Officer can address systemic issues
3.
  - Engages in marketing efforts to educate the university community about the role of the Ombuds Office
  - Performs office managerial duties such as monitoring and updating the Ombuds Office website (in collaboration with the IT department), scheduling appointments, arranging meetings and follow-ups, operating the business functions of this small unit related to purchasing, travel, personnel and budget

**Education, Experience, Skill Requirements**

	<b>Required</b>	<b>Preferred</b>
<b>Education Level</b>	Bachelor's	Master's
<b>Certification(s)</b>		Certified Organizational Ombudsman Practitioner
<b>Licensure(s)</b>		
<b>Work Experience</b>		
4+ years of relevant work experience		
<b>Additional Requirements</b>		

**Physical/Environmental Demands**

Standard office environment with no unique physical demands

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**This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.**