



Job Title	University Ombuds Officer	Job Code	OT0712
Pay Plan	A&P	Pay Grade	22
Union	Non-Union	FLSA Status	Exempt
Job Family	Other	Union Code	0
		Subfamily	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

Directs the Ombuds Office by facilitating problem-solving and engaging in conflict resolution efforts in an independent, informal, impartial, and confidential manner for all members of the UCF community. Abides by the code of ethics and standards of practice of the International Ombudsman Association (IOA). Identifies trends and patterns brought forward and recommends revision and development of policies, practices and procedures.

Representative Duties

1.
 - Directs and oversees all aspects and functions of the University Ombuds Office by formulating, managing and monitoring overall goals, policies, procedures, programs and budget
 - Supervises, trains and manages the staff within the office and ensures that the office is following the IOA principles in order to maintain certification
 - Listens to concerns and complaints being brought forward by the university community in person or over the phone
 - Engages in active listening and gathers detailed and relevant information regarding the issue
2.
 - Opens avenues of communication for the visitor by contacting appropriate university personnel
 - Consults with department managers and appropriate individuals to develop cooperative strategies for resolving concerns and complaints
 - Facilitates meetings between department heads, generates options for the visitor, engages in shuttle diplomacy, considers the interests and goals of all parties involved, utilizes negotiation skills, focuses discussions and attempts to develop mutually-satisfactory outcomes
3.
 - Collects non-identifying statistical information regarding concerns brought to the Ombuds Office to identify and address trends that can bring about positive systems change and/or act as an early warning system
 - Utilizes this information to recommend changes or improvements to university policies, regulations, or procedures that are outdated, unclear, or ineffective
 - Serves as a campus resource for administrators at all levels of the university to develop fair processes and address concerns
 - Officially represents UCF on national and international boards, committees, and/or conferences, maintains membership in appropriate professional organizations
 - Engages in professional development and stays abreast of the latest ombudsing techniques in order to maintain certifications
 - Speaks and makes other presentations as requested by university, community, national, and international Ombud’s organizations

Education, Experience, Skill Requirements		
	Required	Preferred
Education Level	Bachelor's	Master's
Certification(s)		Certified Organizational Ombudsman Practitioner
Licensure(s)		
Work Experience		
6+ years of relevant work experience		
Additional Requirements		

Physical/Environmental Demands
Standard office environment with no unique physical demands

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.