

The University of Texas at San Antonio

Job Description

Job Title: Research Ombudsperson
Code: 19138
Salary Grade: 61
FLSA Status: Exempt
Department/Division: VP Research
Reports To: Sr Assoc VP for Research Administration

Summary

- Function: To provide the ombudsperson role for the Research enterprise in serving faculty, staff, and student employees.
- Scope: Responsible for addressing questions, concerns and complaints from Research staff by evaluating options, answering research related questions, and facilitating the mediation of disputes to achieve a “win-win” solution.

Duties

- Typical:
 1. Listens to and discusses questions, concerns and complaints of faculty, staff, and student employees concerning the research enterprise.
 2. Evaluates options to address faculty and staff research concerns and answers or seeks others who can answer research questions.
 3. Explains research policies and procedures or seeks others who can explain the policies and procedures.
 4. Facilitates the mediation of disputes to achieve a “win-win” resolution of the issues.
 5. Seeks input from others or makes referrals when appropriate.
 6. Seeks and obtains resolution of questions, concerns and complaints in a timely manner.
 7. Creates an open environment in which faculty, staff, and student employees engaged in research can discuss and resolve research related issues.
 8. Documents and reports recurring concerns or issues with the VPR and his/her direct staff.
 9. Protects confidentiality as appropriate.
 10. Provides assistance to the VPR direct staff in designing and implementing appropriate evaluation measurement tools.
 11. Other duties as assigned.

- Periodic:
N/A

Education

Required	Preferred
Bachelor's degree.	Master's degree.

Other Requirements

Required	Preferred
Excellent interpersonal skills.	N/A
Outstanding oral and written communication skills.	
Criminal Background Check (CBC).	

Experience

Required	Preferred
Five or more years of experience in research administration, dispute resolution, or administration in higher education. Knowledge of the extramural grant and contract processes, rules and regulations.	N/A

Equipment

Required	Preferred
PC and general office equipment.	N/A

Working Conditions

Usual	Special
Normal office environment.	N/A

Supervision

Received	Given
General supervision from designated management.	N/A

Accuracy

Accuracy in all phases of duties performed.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.