

# The University of Texas at San Antonio

## *Job Description*

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Job Title: University Ombuds  
Code: 19158  
Salary Grade: 61  
FLSA Status: Exempt  
Department/Division: Office of Institutional Compliance  
Reports To: Executive Director of Compliance

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## *Summary*

- Function: To act as a liaison between individuals, groups, and university administration by serving as a facilitator and providing an avenue of information.
- Scope: Responsible for addressing questions and concerns by evaluating options, providing guidance, and facilitating mediation and resolution of disputes through informal means.

## *Duties*

- Typical:
- Facilitates impartial conflict management and resolution to employees and groups by clarifying issues and conducting appropriate fact-finding in order to better understand issues.
- Understand, identify, and explains university policies and procedures or seek others experts who can explain the policies and procedures.
- Creates an open environment in which individuals, groups, and employees can discuss and resolve related issues.
- Facilitates mediation and provides feedback to assist in resolving issues.
- Analyze trends and recurring issues brought to this office and provide feedback/recommendations to varying stakeholders across the campus.
- Collaborates with units across the university to assist in the development of solutions.
- Seeks input from others or makes referrals when appropriate.
- Protects confidentiality as appropriate.
- Formulates, manages and monitors the overall goals, programs, and measures of effectiveness.
- Serves on various committees.
- Manages the Ombuds Office operating budget and purchases equipment, supplies, and services in accordance with university procurement policies and procedures.

<ul style="list-style-type: none"> <li>• Oversees front office operations.</li> <li>• Performs other duties as assigned.</li> <li>• <u>Periodic:</u> <ol style="list-style-type: none"> <li>1. Creates and provides annual assessments/reports of the Ombudsperson Office</li> <li>2. Develop and provide custom presentations and materials</li> </ol> </li> </ul>
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***Education***

<b>Required</b>	<b>Preferred</b>
Bachelor's degree from an accredited institution.	Master's degree from an accredited institution.

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Excellent interpersonal skills.	N/A
Outstanding oral and written communication skills.	
Knowledge of the processes, rules and regulations.	

***Experience***

<b>Required</b>	<b>Preferred</b>
Five years of professional experience directly related to the duties and responsibilities of the job.	N/A

***Equipment***

<b>Required</b>	<b>Possible</b>
Personal computer and general office equipment.	N/A

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Normal working environment.	N/A

***Supervision***

<b>Received</b>	<b>Given</b>
Determines own work methods and solves problems utilizing knowledge and experience. Some supervision from administrator.	N/A

***Accuracy***

Proficiency in all phases of the 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.