



Faculty, Ombudsperson

(Amended 11/16/18)

Internal Position Closing Date: 01/14/2019, 5:00 p.m.

Reports To: Executive Vice President/Provost

FLSA Status: Exempt

Eligibility: This position is available to full-time Faculty members with a nine-month contract or more.

Term of Appointment: The Faculty Ombudsperson is a full-time faculty member with a nine-month appointment and one course release time each fall and spring. The appointment is for three years, subject to an annual review and renewal. A hiring committee will make a candidate recommendation to the Executive Vice President/Provost.

How to Apply: Interested full-time ACC Faculty should submit a Letter of Interest and resume to Jennifer Uptmore, Human Resources Specialist at juptmore@austincc.edu, by **5:00 p.m., Monday, January 14, 2019**. Please place “**Faculty, Ombudsperson**” in the subject line of your email.

General Statement of Job

To provide confidential and informal assistance to faculty members and students (with concerns about a faculty member) to resolve complaints and performance or employment concerns. Acts as a source for information, aids in answering questions, assists in problem-solving and makes referrals for use of College resources and processes.

This office facilitates communication and provides support and guidance to faculty members and students.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

1. Provides impartial and confidential consultation to faculty and students who are aggrieved or concerned about a College issue, process, or procedure.
2. Assists employees in interpreting college policies and procedures; provides assistance by clarifying issues and generating options for resolution.

3. Remains independent, neutral and impartial; exercises good judgment.
4. If necessary, and while maintaining confidentiality, conducts appropriate informal fact-finding in order to better understand the issues from all perspectives.
5. With permission, consults with all parties to clarify and analyze problems, focus discussions, and assist in evaluating options.
6. Provides referrals to appropriate College officials or resources that are able to address the matters of concern.
7. Ensures integrity is maintained through independence, neutrality, impartiality, confidentiality and timely attention to employee concerns while treating people with professionalism, dignity and respect.
8. May prepare periodic reports to the Provost of data on employee concerns and identify patterns or problem areas in college policies and practices; may recommend revisions and improvements to the Provost.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of mediation and conflict resolution processes.
- Knowledge of the College's policies and practices.
- Knowledge of the College's grievance and complaint process.
- Knowledge of pertinent federal and state laws and regulations (Title IX, Title VI, ADA, etc.)
- Knowledge of related internal and external resources.
- Knowledge of cultural and diversity issues.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Ability to maintain office hours and appointments, as needed, which may include some evening and weekend hours.
- Demonstrated communication skills, both written and verbal.
- Ability to communicate effectively with individuals at all levels of the organization.
- Demonstrated problem-solving skills.
- Ability to gather information, analyze it, and as necessary, suggest appropriate options and actions.
- Excellent decision making and strategic thinking skills.
- Strong presentation skills, including the ability to communicate information in a variety of ways, to a diverse group of people.
- Ability to maintain confidentiality of work-related information and materials.
- Effectively using organizational and planning skills with attention to detail and follow-through.
- Effectively using tact and diplomacy.

Technology Skills

- Use a variety of spreadsheet, word processing, database, and presentation software.

Required Work Experience

- Experience as required for full-time Faculty position.

Required Education

- Education as required for full-time Faculty position.

Special Requirement

- Along with other college training requirements, in the first year serving as Faculty Ombudsperson, attendance at the 3-day Foundations of Organizational Ombudsman Practice by International Ombudsman Association or other approved training, will be required. The costs and travel of this training will be provided by ACC as necessary.

Other Preferred Qualifications

- Certification as a Certified Organizational Ombudsman Practitioner (CO-OP) preferred.
- Dispute Resolution / Mediator certification preferred.

Physical Requirements/Working Conditions

- Work is performed in a standard office or similar environment.
- Work entails managing problems and conflict.
- Subject to standing, walking, sitting, bending, reaching, pushing, and pulling.
- Occasional lifting of objects up to 10 pounds.

Safety

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.

Disclaimer

The above description is an overview of the job. It is not intended to be an all-inclusive list of duties and responsibilities of the job, nor is it intended to be an all-inclusive list of the skills and abilities required to do the job. Duties and responsibilities may change with business needs. ACC reserves the right to add, change, amend, or delete portions of this job description at any time, with or without notice. Employees may be required to perform other duties as requested, directed, or assigned. In addition, reasonable accommodations may be made by ACC as its discretion to enable individuals with disabilities to perform the essential functions.

Austin Community College provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.