

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION**

OMBUDSMAN

FLSA STATUS: EXEMPT – PAY GRADE: 20 - P

GENERAL STATEMENT OF JOB

The Ombudsman provides students with a safe, confidential place to bring questions and concerns about College rules, policies, or procedures. This position advocates for fair and equitably administered processes and facilitates discussion to identify best options to resolve problems. The Ombudsman does not represent any individual, but acts as a general liaison between the College and its students while maintaining independence, neutrality, confidentiality, and informality in all operations.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Provides services to students to encourage them to learn how to problem solve and operate effectively within the College environment; provides personal/life skills coaching to students; assist with students' non-academic personal issues and provide referrals to student assistance resources as appropriate.

Works closely with students on legitimate concerns regarding access to student services, student satisfaction, student retention, and communications; assists students, staff, and faculty with resolution of conflicts and issues; connects students with student success resources.

Manages associated budgets in cooperation with assigned Student Success staff; provides guidance for budget preparation for ombudsman functional areas; participates in the development and implementation of the strategic enrollment plan for the division; serves on committees and councils to participate in Collegewide planning, implementation, and evaluation of policies and procedures with a focus on student experience and fairness of conduct; continually identifies new and innovative means by which the college can both streamline existing advising and student engagement functions and increase student success overall.

Provides mentorship and leadership to staff; promotes and leads professional development advancement for assigned areas; analyzes and reports on statistical data related to advising and student engagement functions and propose and implement appropriate action plans in response.

During peak enrollment periods, directly works with students on campus in advising and student engagement offices; identifies, secures, and administers grants and resource development opportunities to support and expand area programmatic offerings; and performs related duties as assigned.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision may be exercised over assigned staff and/or student assistants

MINIMUM QUALIFICATIONS

Requires a master's degree from an accredited college or university supplemented by three (3) or more years of related experience in.

PREFERRED QUALIFICATIONS

A master's degree from an accredited college or university supplemented by five (5) years of related experience in student counseling and advocacy.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including computers. Involves some physical effort, such as standing and walking, or frequent light lifting (5-10 pounds); or minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment. Task may involve extended periods at a keyboard.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, lists, etc. Requires the ability to prepare correspondence, reports, forms, requisitions, etc., using prescribed format. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively with subordinates, co-workers, the public, supervisors, etc.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; to determine decimals and percentages; to perform high school algebra and to utilize descriptive statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in operating modern office equipment and machinery.

Manual Dexterity: Requires the ability to handle a variety of office machines, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress, imposed by frequent deadlines, peak workload, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone.

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions.

Effective: 2/2015