



CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO
invites applications for the position of:

Ombuds Officer (Administrator II) / President's Office

SALARY: Depends on Qualifications

OPENING DATE: 10/26/16

CLOSING DATE: Continuous

OVERVIEW:



Employment Status: Full-time, "exempt" position, included in the Management Personnel Plan (MPP).

Work Schedule: Monday through Friday, 8:00 am – 5:00 pm, occasional evening and weekend hours.

Salary: Salary commensurate with experience and qualifications.

First Review Deadline: This position will remain open until filled. Applications will be reviewed beginning November 1 2016.

CSUSB is a preeminent center of intellectual and cultural activity in Inland Southern California. Set at the foothills of the beautiful San Bernardino Mountains, the university serves more than 20,000 students each year and graduates about 4,000 students annually. CSUSB reflects the dynamic diversity of the region and has the most diverse student population of any university in the Inland Empire, and it has the second highest African American and Hispanic enrollments of all public universities in California. Seventy percent of those who graduate are the first in their families to do so. For more information on the campus, please visit the [CSUSB website](#).

Required Application Materials: All applicants must submit 1) Letter of interest or cover letter, 2) Current resume or curriculum vitae, 3) Three references who can provide assessments of your professional experience, accomplishments, and prospects for success in this position, and 4) Diversity Statement – may include your interpretation of diversity, inclusion, gender equity and must include specific examples of how your educational and/or professional experiences, background/philosophy has prepared you for this role at California State University, San Bernardino (maximum 250 words).

Position Summary:

The purpose of the University Ombuds Officer is to assist in the enhancement of the campus climate and to serve as an impartial party to receive student, faculty, staff and community member complaints, provide information, facilitate communication, and offer conflict resolution between these individuals and members of the university community (students, faculty, staff, and administrators) in a confidential environment. The University Ombuds Officer also makes referrals to other offices, depending on the nature of the case. The nature of the work performed by the incumbent is highly sensitive and requires interpretation of CSU and university policy and procedures. The incumbent will assist in the resolution of conflicts, problems, and/or other issues for students, faculty, staff and administrators; and serve as an accessible, independent, impartial, informal and confidential campus resource. The incumbent will provide informal problem resolution through listening, effective communication, the provision of information, mediation, conflict resolution referrals, and identifying options and alternatives. The incumbent will be responsible for developing, coordinating, and promoting educational programs and relevant outreach events. In the performance of duties, maintain the highest levels of professionalism, confidentiality, integrity, and sound judgment treating all individuals with dignity and respect.

TYPICAL ACTIVITIES:

Essential Duties & Responsibilities:

Under the general supervision of the President's Office Chief of Staff, the Ombuds Officer serves as a liaison between individuals and/or groups; functions as a communicator, facilitator, and informal/confidential contact to students, faculty, staff, administrators, and other campus affiliates (for example, parents, vendors, etc.). Identifies problems or trends t

affect the entire campus community or significant components of it. Seeks to assist in a fair and equitable resolution to variety of concerns, conflicts, disagreements and informal complaints. Collects data, identifies issues, interprets/explains policies and procedures, and explores options, alternatives, and outcomes. Makes referrals as needed to other resources and refers those having formal complaints to the appropriate office(s). Conducts meetings and/or consultations with Deans, Directors, and/or Department Heads as needed, in order to assist in the resolution of informal complaints. Provides assistance to any and all visitors with tact, diplomacy and discretion, respecting the individual's right to confidentiality, and the option to seek assistance without concern for retribution. Interview campus constituents for purpose of identifying concerns and determining causes of problems and/or complaints. Supervise staff, and perform other related duties as assigned to meet the goals and mission of the department and university.

Typical activities include, but are not limited to:

- Meets with individuals and help analyze the situation.
- Explains relevant CSU and university policies and procedures, which may require interpretation.
- Assists in identifying appropriate course of action.
- Consults with faculty and staff regarding concerns, grievances, and/or complaints.
- Follows up to ensure concerns are resolved.
- Mediates discussions between parties when appropriate.
- Establish and maintain confidential working relationships that encourage and support informal resolution of grievances and grade disputes.
- Maintain accessibility and availability to consult about problems, complaints, and potential grievances and offer guidance.
- Recommend policy changes and initiatives to improve the educational experience and quality of services for students at CSUSB.
- Meet with deans, department chairs and CSUSB's Academic Senate to share experiences, trends, and recommendations for appropriate policies and procedures.
- Attend Academic Senate committee meetings, when appropriate, to offer guidance, insights and recommendations.
- Draft recommendations for consideration to appropriate individuals and/or groups. Provide training and policy information.
- Present at department meetings, college, division, and student organization or program meetings to explain the role of the University Ombudsperson Officer or topics related to campus policies.
- Participates in faculty, lecturer, and student orientation and resource fairs.
- Prepare progress reports and other information as requested and/or required.
- Prepare end of year Academic Senate report regarding cases.
- Engage in assessment of student learning outcomes and Ombuds Office services.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge, Skills, and Abilities:

- Considerable knowledge of the role and operation of organizational Ombuds services within a large and complex organization.
- Knowledge of organizational development and organizational behavior.
- Knowledge of and skill in utilizing techniques such as mediation, facilitation, conflict resolution and exploring restorative options with visitors.
- Ability to maintain impartiality and to protect confidentiality of visitors.
- Ability to establish and maintain effective working relationships with faculty, staff, and students.
- Strong problem-solving and analytical abilities
- Ability to communicate effectively, both orally and in writing.
- Ability to utilize excellent listening skills.
- Strong oral and written communication skills.
- Demonstrated ability to work collaboratively within a complex organization.

Education/Experience:

- The equivalent to a Master's degree in one of the social sciences, political sciences, or closely-related field and a least five (5) years of progressively responsible experience in conflict resolution, investigations, organizational development, dispute resolutions, human resources or a related field in large, complex organizations.
- Demonstrated experience in facilitation and/or mediation.
- Experience in training conflict management skills.

Preferred Qualifications:

- Completion of basic International Ombuds Association Ombuds training.
- CO-OP Certification Training Certification in basic conflict management skills (e.g., Crucial Conversations, DiSC, MBTI).
- Experience as an Ombuds in higher education.

SUPPLEMENTAL INFORMATION:

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

The person holding this position is considered a `mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

California State University, San Bernardino is an Affirmative Action/Equal Opportunity Employer. We consider qualified applicants for employment without regard to race, religion, color, national origin, ancestry, age, sex, gender, gender identity, gender expression, sexual orientation, genetic information, medical condition, disability, marital status, or protected veteran status.

This position may be "Designated" under California State University's Conflict of Interest Code. This would require the filing of a Statement of Economic Interest on an annual basis and the completion of training within 6 months of assuming office and every 2 years thereafter. Visit the Human Resources Conflict of Interest webpage link for additional information: <http://hrd.csusb.edu/conflictInterest.html>

This position adheres to CSU policies against Sex Discrimination, Sexual Harassment, and Sexual Violence, including Domestic Violence, Dating Violence, and Stalking. This requires completion of Sexual Violence Prevention Training with months of assuming employment and on a two-year basis thereafter. (Executive Order 1096)

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.csusb.edu>

Position #2016-00849
OMBUDS OFFICER (ADMINISTRATOR II) / PRESIDENT'S OFFICE
SB

5500 University Parkway
San Bernardino, CA 92407
(909) 537-5138

HRRecruits@csusb.edu

Ombuds Officer (Administrator II) / President's Office Supplemental Questionnaire

- * 1. What is your highest level of education?
- High School Diploma or GED Equivalent
 - Associate/ Vocational Degree or Equivalent
 - Bachelor's/ Undergraduate Degree or Equivalent
 - Master's Degree or Equivalent
 - Postgraduate Degree or Equivalent
- * 2. Please select the field in which you were awarded your degree:
- Business Administration
 - Public Administration
 - One of the behavioral sciences
 - One of the social sciences
 - Job-related field
 - I do not have a college degree
- * 3. Do you possess at least five (5) years of progressively responsible experience in conflict resolution, investigations, organizational development, dispute resolutions, human resources or a related field in large, complex organizations?
- Yes No
- * 4. Please describe your experience in facilitation and/or mediation.
5. Please select the professional certifications you possess.
- Certified Organizational Ombudsman Practitioner Certification (CO-OP)
 - Basic International Ombuds Association Ombuds Training
 - DiSC
 - MBTI
 - Other related professional certification
- * 6. Did you attach a letter of interest or cover letter, current resume or curriculum vitae, three (3) references who can provide assessments of your professional experience, accomplishments and prospects for success in this position, and Diversity Statement?
- Yes No
- * Required Question