

Job Title: Ombudsman Asst. Director

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At the State of Indiana, we don't just talk about diversity and inclusion - Our goal is to create a welcoming, accessible, and equitable workplace, with a workforce that is representative of the State of Indiana population. As a proud equal opportunity employer, reasonable accommodations may be available to enable individuals with disabilities to complete the application and interview process, as well as perform the essential functions of a role.

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About the Indiana Department of Administration (IDOA):

IDOA helps to ensure the smooth function of state government, finding efficient and effective solutions to government-wide needs.

Salary Statement

The salary for this position traditionally starts at but may be commensurate with education or work experience.

Role Overview

As the Assistant Ombudsman you will be the first point of contact at the Bureau. You will be responsible for working independently to keep all records accurate and up to date in a fast – paced environment. You will synthesize and process information and draft correspondence.

A Day in the Life:

The essential functions of this role are as follows:

- Provide support to the Ombudsman Director.
- Draft correspondence and reports.
- Coordinate schedules, and relative activities.
- Make recommendations based on research and analysis.
- Serve as an intake officer such as opening new files, reviewing complaints, researching history, and required level of ombudsman intervention.
- Evaluate facts and interpret policies, procedures, and guidelines specific to the Ombudsman office.
- Maintain various databases kept by the Ombudsman office, develop enhancements to ensure greater consistency, efficiency, and efficacy.
- Create specialized reports and statistics from various databases.
- Manage the Ombudsman office filing and tracking systems.

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time.

What You'll Need for Success:

The ideal candidate in this role should minimally have either

- at least 5+ years of experience applying the below, outlined knowledge, skills, and abilities in a similar role.

Related certifications and coursework may be considered for education or experience.

- Advanced knowledge of pertinent laws, statutes, regulations policies and guidelines governing the state agency.
- Experience working with diverse populations.
- Skill in conducting investigations, mediation, and dispute resolution, in the use of computer and applicable software, and in the use of interpersonal techniques.
- Ability to conduct initial intake interviews and investigations.
- Ability to analyze and prepare documents, reports, and correspondence.
- Ability to maintain cooperative work relationships.
- Ability to interpret and explain complex statutes, regulations, policies, and guidelines.
- Ability to prioritize and manage competing deadlines and statutory requirements.
- Excellent verbal and written communication skills.
- Exceptional problem solving and critical thinking skills.