Office of the Attorney General
Job Announcement

DIVISION: Executive Administration
POSTING NUMBER: 20-0543
JOB TITLE: Ombudsman IV
MONTHLY SALARY: $6,250.00-$7,083.34
POSTING DATE: January 24, 2020
LOCATION: 300 W. 15th Street, 3rd Floor, Austin, TX 78701

WORKING TITLE: Ombudsman
DEPENDING ON QUALIFICATIONS
DURATION: Until Filled

GENERAL DESCRIPTION
The Employee Ombudsman of the Office of the Attorney General (OAG) positively impacts the lives of OAG employees and agency culture by engaging with employees in effective conflict resolution outside the standard managerial structure. In addition to engaging directly in dispute resolution with employees, the Employee Ombudsman adds value to the OAG by educating both staff and managers on strategies and techniques for positive conflict management and dispute resolution.

The Employee Ombudsman operates independently as a neutral third-party and does not represent any individuals involved in a particular matter; performs highly advanced (senior-level) conflict management and dispute resolution work; plans, develops, and implements the OAG’s Employee Ombudsman Program; develops workplace policies; conducts training; reviews employee exit surveys; and makes proactive recommendations to Executive Administration regarding workplace issues.

The OAG is a large, dynamic agency with more than 4000 employees across the state of Texas. OAG employees enjoy excellent health and retirement benefits and a positive workplace culture where employees make a difference in the lives of Texans. This position also has the possibility of regular telecommuting.

ESSENTIAL JOB FUNCTIONS
Oversees the agency’s Ombudsman Program by serving as a subject-matter expert on workplace conflict resolution; briefs Executive Administration and Human Resources management regarding ombudsman and workplace conflict matters; collects information and presents quarterly summaries; prepares well-written ad hoc reports with thorough analysis and appropriate recommendations regarding work-related concerns; assists with the creation and review of agency policies; determines trends; identifies opportunities for systemic change for the agency

Performs highly advanced conflict management and dispute resolution work to explore and determine options to help resolve workplace conflict; promptly responds to communications (e.g., phone, email) from agency employees regarding workplace problems; assists employees in resolving workplace conflict (e.g., advising, clarifying issues, coaching, skill development); directs employees to resources that can provide assistance; when necessary, engages in special conflict resolution activities (e.g., informal mediation);

Provides feedback and general information to agency management to facilitate organizational awareness

Develops and presents training/educational courses regarding conflict resolution and other workplace topics; regularly conducts training and presentations in Austin and throughout the state for employees and/or management; serves as a presenter at annual Child Support Division conferences before hundreds of attendees using PowerPoint and/or other presentation tools.

Performs management-directed workplace climate assessments at agency offices throughout the state by engaging in actions that include: interviewing employees; conducting an analysis of a workplace situation and presenting recommendations

Reviews quarterly reports of agency responses from the Exit Survey System of the Texas State Auditor’s Office; briefs Executive Administration and/or Human Resources management on responses; determines trends; identifies opportunities for systemic change for the agency

Develops and maintains ongoing relationships with agency managers/supervisors to promote the value and process of conflict resolution

Performs related work as assigned

Maintains relevant knowledge necessary to perform essential job functions

Attends work regularly in compliance with agreed-upon work schedule

Ensures security and confidentiality of sensitive and/or protected information

Complies with all agency policies and procedures, including those pertaining to ethics and integrity

MINIMUM QUALIFICATIONS
Education: Bachelor’s degree from an accredited college or university

Experience: 4 years of full-time experience working in the following (or closely related) fields: mediation; alternative dispute resolution (ADR); employee relations; psychology

Demonstrated knowledge of professional ombudsman standards, codes of ethics, procedures, and principles and techniques for informal inquiries

Skill in handling multiple tasks, prioritizing, meeting deadlines, and maintaining confidentiality

Skill in effective oral and written communication

Experience designing and constructing training programs in conflict resolution, negotiation skills, civility, and other related topics, and skill in public speaking before large audiences

Skill in exercising diplomacy, sound judgment, and prudent decision making

Skill in creating effective PowerPoint (PPT) presentations (Interviewees may be required to create/present using PPT.)

Ability to receive and respond positively to constructive feedback

Excellent interpersonal skills and ability to work cooperatively with others in a professional office environment

Ability to provide excellent customer service and display a highly professional demeanor

Ability to arrange for personal transportation for business-related travel

Ability to work more than 40 hours as needed and in compliance with the FLSA

Ability to lift and relocate 30 lbs.

Ability to travel (including overnight travel) up to 30%

PREFERRED QUALIFICATIONS
Education: Advanced degree from an accredited university in the following (or closely related) fields: psychology, dispute resolution, counseling, law, human resources, management

Experience: 4 years of full-time experience as an employee ombudsman

Experience in developing and interpreting human resources policies and procedures

General knowledge of employment laws, including Title VII of the Civil Rights Act of 1964, Americans with Disabilities Act (ADA), Fair Labor Standards Act (FLSA), Knowledge of the Texas Public Information Act

Organizational knowledge of the OAG

TO APPLY
All applications for employment with the Office of the Attorney General must be submitted electronically through www.WorkInTexas.com. A State of Texas application in WorkInTexas (WIT) must be completed to be considered. Your application for this position may subject you to a criminal background check pursuant to the Texas Government Code. WIT JOB MATCH: Occupational Category: Legal Occupation: Arbitrators, Mediators, and Conciliators Industry: Public Administration.

THE OAG IS AN EQUAL OPPORTUNITY EMPLOYER