

POSITION TITLE: **OMBUDSPERSON**

DEPARTMENT: **ADMINISTRATION**

**CITY OF  
BOWLING GREEN**

### REPORTING RELATIONSHIPS

Municipal Administrator

POSITION REPORTS TO

DIRECT REPORTS BY TITLE: \_\_\_\_\_

None

DIRECT: 0

INDIRECT: 0

### POSITION FUNCTION

This position is responsible for receiving and investigating citizen's complaints and recommending action to be taken to resolve complaints issued.

### JOB RESPONSIBILITIES

Receives and investigates complaints lodged by citizens regarding City departments, employees, services, or violations of ordinances

Meets with citizens, staff members and elected officials

Reports findings to respective department heads and recommends action to resolve complaint

Prepares and submits complaint reports, records, or other documentation as requested

Performs other related duties as assigned

### PHYSICAL REQUIREMENTS

Job requires incumbent to sit, stand, walk, talk/hear and use hands to finger, handle or feel and to push, pull or carry up to 25 pounds occasionally and up to 10 pounds frequently.

## REQUIRED SKILL SETS

### *Occupational/Technical Skills*

Knowledge of the administrative staff and their duties, general office procedures and practices, and public relations.

Ability to use spreadsheet, database, word processing and selected job-specific software

### *Administrative Skills*

Ability to analyze and resolve situations and problems

Ability to organize work, set priorities and meet critical deadlines with a minimum of direction

Ability to anticipate problems and develop alternative strategies for goal completion

Ability to handle multiple priorities and projects

Ability to keep clear and accurate records and reports

Knowledge of filing methods and records management techniques

Knowledge of modern office equipment

### *Cognitive Skills*

Ability to deal with a variety of concrete variables in situations where only limited standardization exists

Ability to identify problems, recognizing symptoms, causes and alternative solutions

Ability to make timely, sound decisions

Knowledge of methods and techniques of research

Ability to interpret professional periodicals and journals, technical procedures, and government regulations

Ability to perform standard business arithmetic, including percentages and decimals

Ability to draw accurate conclusions from financial and numerical material

Ability to research, compile and summarize a variety of informational

and statistical data and materials

Ability to develop original, unusual, successful approaches

Ability to create and readily draw on a large pool of diverse sources of information

### *Communications Skills*

Ability to speak effectively one-to-one

Ability to speak effectively before groups and to respond to questions

Ability to deliver effective presentations

Ability to demonstrate attention to and convey understanding of the comments or questions of others

Knowledge of correct English usage, including spelling, grammar, punctuation and vocabulary

Ability to prepare clear and concise reports, correspondence and other written materials

### *Interpersonal Skills*

Ability to use tact and discretion

Ability to develop and maintain smooth, cooperative working relationships with peers, subordinates, and superiors

Ability to deal courteously and diplomatically with the general public

Ability to maintain issue confidentiality

Ability to bring conflict or dissent into the open and use it productively to enhance the quality of decisions

### *Leadership Skills*

Ability to take charge and initiate actions

Ability to plan, conduct, and participate in meetings in which the collective resources of the group members are used efficiently

Ability to clearly assign responsibilities and tasks to others

## DESCRIPTION OF WORKING CONDITIONS

Work is typically performed indoors, the environment is stressful with much contact with City citizens, the general public, and Department/Division heads.

## EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS

Post-secondary education; two years of experience with the general public; or any combination of education, training and work experience which provides the required skill sets to perform the essential functions of the job.

The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This Position Description is intended to identify and illustrate the kinds of duties that may be assigned to its incumbents. It should not be interpreted as describing all of the duties that may ever be required of such an employee, or be used to limit the nature and extent of assignments such individuals may be given.

Completed by Resource Management Strategies, Inc. (RMS) on July 3, 1999. This position Description is based on a Position Analysis Questionnaire (PAQ) completed by the incumbent.