



Classified Staff Council charges the Classified Staff Ombudspersons to be available to all classified employees to assist with questions, concerns and complaints.

Essential Duties and Responsibilities:

- Serve as a source of information, assist in resolving and managing conflicts, act as a facilitator, and offer confidential, informal, independent and neutral dispute resolution.
- Intervene at the beginning of the complaint process, and attempt to resolve issues informally before they proceed to a more formal process (i.e. grievance).
- The Classified Staff Ombudsperson will be required to attend necessary mediation training provided in conjunction with the Office of Human Resources.
- Provide Classified Staff Council with a monthly summary (to be shared as CSC meetings on the 3rd Wednesday of each month) including how the position is being utilized by classified employees, the number of inquiries each month, the amount of time each ombudsperson is working on cases, etc.
- Present a year-end summary for Classified Staff Council with statistics, guidelines and procedures for future ombudspersons, and suggestions on how the position can be improved.
- Ombudspersons report to the CSC chair.

Essential Knowledge, Skills and Abilities:

- Knowledgeable with the Ohio Revised Code, Classified Staff Handbook and University Policies and Procedures
- Ability to work with classified employees, supervisors, and administrative officers to resolve issues in a discreet, sensitive, and professional manner.