

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: OMBUDSMAN I -
Ombudsman

SALARY GROUP: B17

DEPARTMENT: Administrative Review and Risk Management Division

Page 1 of 2

CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Paul Morales DATE: 03/26/2015

POSITION #: 019111

I. JOB SUMMARY

Performs moderately complex mediation work in the agency Ombudsman Program. Work involves assisting individuals in resolving various situations; preparing participants for conferences, hearings, and proceedings; and investigating complaints. Works under general supervision with limited latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Conducts research and reviews records and other resources to respond to complaints; reviews and organizes documentation and records information; and maintains research information.
 - B. Investigates complaints on issues and procedures; communicates with agency management, employees, legislators, offender families, and others on behalf of individuals with a dispute or grievance; and makes recommendations for actions.
 - C. Advises on and explains relevant state and federal laws, rules, regulations, policies, and procedures; and provides information and assistance regarding agency ombudsman programs.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

- 1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Criminal Justice, Public Administration, a Behavioral Science, or a related field preferred. Each year of experience as described below in excess of the required four years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
- 2. Four years full-time, wage-earning criminal justice administration, correctional unit operations, public relations, or ombudsman experience.

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Page 2 of 2

B. Knowledge and Skills

1. Knowledge of the principles, methods, and practices of public administration and management.
2. Knowledge of applicable state and federal laws, rules, regulations, and statutes.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Skill to conduct investigations.
5. Skill to prepare and analyze technical documents, reports, and correspondence.
6. Skill to communicate ideas and instructions clearly and concisely.
7. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
8. Skill to interpret and apply rules, regulations, policies, and procedures.
9. Skill in administrative problem-solving techniques.
10. Skill in the use of computers and related equipment in a stand-alone or local area network environment.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.