



# Associate Ombudsman

Salary Group: B15

Class Code: 3659

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
<b>ASSOCIATE OMBUDSMAN</b>	<b>3659</b>	<b>B15</b>	<b>\$32,976 - \$52,045</b>
OMBUDSMAN I	3660	B17	\$36,976 - \$58,399
OMBUDSMAN II	3662	B19	\$42,244 - \$68,960
OMBUDSMAN III	3663	B21	\$48,278 - \$78,953
OMBUDSMAN IV	3665	B23	\$55,184 - \$90,393
OMBUDSMAN V	3666	B25	\$63,104 - \$103,491
OMBUDSMAN VI	3667	B27	\$76,356 - \$129,137
OMBUDSMAN VII	3668	B29	\$92,390 - \$156,256

## GENERAL DESCRIPTION

Performs entry-level mediation support work. Work involves assisting employees or the general public in resolving disputes and problematic issues or concerns in situations such as filing claims, obtaining or disputing benefits, or resolving grievances; and preparing participants for conferences, meetings, hearings, and proceedings. Works under close supervision, with minimal latitude for the use of initiative and independent judgment.

## EXAMPLES OF WORK PERFORMED

Conducts intake of issues and disputes and logs them into a database, then prioritizes and tracks the status.

Answers routine questions and explains relevant state and federal rules, regulations, programs, and procedures to employees or the general public; and escalates more difficult questions to higher-level employees within the department.

Consults with all involved parties to ensure effective scheduling of cases and preparatory interviews.

Consults with various groups on issues and procedures concerning conferences, meetings, hearings, and arbitration proceedings.

Facilitates the information sharing among various parties involved in a grievance, dispute, or claim.

Provides assistance to employees, the general public, and/or other involved parties in filing grievances or claims; and tracks and provides information on grievance or claim status.

Provides assistance to employees or the general public with applying for benefits, preparing for hearings and presenting cases, in appealing adverse rulings or responding to appeals, and responding to requests for information.

Examines details of cases or complaints, obtains relevant supporting documentation and information; and assists in mediating and resolving various types of routine grievances, disputes, and claims.

May assist in advocating for the rights of residents in facilities.

Performs related work as assigned.

## **GENERAL QUALIFICATION GUIDELINES**

### **EXPERIENCE AND EDUCATION**

Experience in claims management, insurance, social work, workers' compensation, counseling, mediation, or dispute resolution work. Graduation from an accredited four-year college or university with major coursework in business administration, psychology, sociology, or a related field is generally preferred. Experience and education may be substituted for one another.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of pertinent laws and regulations and customer service practices or dispute resolution.

Skill in conducting investigations, mediation and dispute resolution, the use of a computer and applicable software, and the use of interpersonal techniques.

Ability to analyze and prepare documents, reports, and correspondence; to conduct research; to recognize problems and identify and facilitate solutions; and to communicate effectively.

### **REGISTRATION, CERTIFICATION, OR LICENSURE**

May be required to obtain an adjuster's license by the Texas Department of Insurance and maintain the license in good standing.