



Ombudsman III

Salary Group: B21

Class Code: 3663

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
ASSOCIATE OMBUDSMAN	3659	B15	\$32,976 - \$52,045
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 complex (journey-level) mediation work. Work involves performing dispute resolution activities; assisting employees or the general public in resolving conflicts and issues or concerns in situations such as filing claims, obtaining or disputing benefits, or resolving grievances; preparing participants for conferences, meetings, hearings, and proceedings; and investigating complaints. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Receives and reviews routine to complex issues and disputes from employees, government agencies, advocacy groups, residents of facilities, and the public.

Prioritizes and resolves issues and complaints by initiating investigations, conducting research, and explaining laws, policies, and procedures; makes referrals and/or escalates more complex issues to higher-level employees within the department.

Advises on and explains relevant state and federal rules, regulations, programs, and procedures to employees, the general public, and other stakeholders.

Advocates for the rights of residents in facilities.

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

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

Provides information and assistance to employees, residents of facilities, or the general public; investigates and resolves complaints; and communicates with various groups on behalf of the individuals with a grievance, dispute, or claim.

Provides assistance to employees or the general public in applying for benefits, preparing for hearings, responding to requests for court action, and resolving disability determination disputes.

Contacts affected parties, explains ombudsman services, and explains rights and responsibilities.

Records information on contacts and case actions in applicable systems.

Requests, reviews, and organizes supporting documentation to determine whether applicable information has been received.

May identify problem trends, alert management, and provide recommendations for resolution.

May recommend final action.

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 of customer service practices or dispute resolution.

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

Ability to analyze and prepare documents, reports, and correspondence; to investigate complaints; 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.