



# Ombudsman IV

Salary Group: B23

Class Code: 3665

<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
<b>OMBUDSMAN IV</b>	<b>3665</b>	<b>B23</b>	<b>\$55,184 - \$90,393</b>
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 highly complex (senior-level) mediation work. Work involves coordinating dispute resolution activities; assisting employees or the general public in resolving 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 limited supervision, with moderate latitude for the use of initiative and independent judgment.

## EXAMPLES OF WORK PERFORMED

Receives and reviews a variety of issues and disputes from employees, government agencies, advocacy groups, residents of facilities, and the public including those that have been escalated by other employees within the department.

Coordinates programs that assist employees or the general public with applying for benefits, preparing for hearings, requesting court action, and resolving grievances or disputes.

Coordinates the organization and maintenance of documentation and the recording of information on contacts and case actions.

Coordinates and provides guidance to staff in the development and integration of new methods, policies, and procedures related to program activities.

Coordinates and resolves various types of grievances, disputes, or claims.

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 input on the updating of procedures, practices, and policies for publication by the agency.

Functions as a technical expert for grievances or claims processing and procedures.

Performs community education outreach activities to coordinate and stimulate interest in program services.

May oversee staff who provide advice on and explain relevant state and federal rules, regulations, programs, and procedures to employees or the general public.

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; to develop and modify policies and procedures; 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.