



Administration Job Family: **Ombudsperson Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. ***A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA.***

GENERIC JOB PROFILE SUMMARIES

Assistant Ombudsperson INDIVIDUAL CONTRIBUTOR	Associate Ombudsperson MANAGEMENT	Ombudsperson MANAGEMENT
Provide information on institutional policies and practices, help examine alternatives, and identify and refer community members to the proper authority to resolve the situation.	Provide information on institutional policies and practices, help examine alternatives, and identify and refer community members to the proper authority to resolve the situation.	Provide information on institutional policies and practices, help examine alternatives, and identify and refer community members to the proper authority to resolve the situation.
Identify options and resources to help resolve community members concerns.	Identify options and resources to help resolve community members concerns.	Identify options and resources to help resolve community members concerns.
Promote procedural fairness in the content and administration of Cornell's practices, processes and policies.	Promote procedural fairness in the content and administration of Cornell's practices, processes and policies.	Promote procedural fairness in the content and administration of Cornell's practices, processes and policies.
Provide services that are confidential and independent of the institution's administration.	Provide services that are confidential and independent of the institution's administration.	Provide services that are confidential and independent of the institution's administration.
Design and provide education and communication about the role of the ombudsman's office.	Design and provide education and communication about the role of the ombudsman's office.	Design and provide education and communication about the role of the ombudsman's office.
Assist in recruitment and training of employee representatives.	Recruit and train employee representatives.	
Assist in development of annual report and related information.	Assist in development of annual report and related information.	Develop annual report and related information.
	Assist with budget.	Manage budget.

Assistant Ombudsperson INDIVIDUAL CONTRIBUTOR	Associate Ombudsperson MANAGEMENT	Ombudsperson MANAGEMENT
		While maintaining confidentiality, provide upward feedback to the administration when patterns of concern brought to the office indicate a trend.
	Supervise Assistant Ombudsperson.	Supervise Associate Ombudsperson.

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	10085 ASSISTANT OMBUDSPERSON, BAND G	10069 ASSOCIATE OMBUDSPERSON, BAND H	11105 OMBUDSPERSON, BAND H
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Bachelor's degree or equivalent; 5 but less than 7 years of experience or equivalent	Bachelor's degree or equivalent; 7 but less than 10 years of experience or equivalent	Master's degree or equivalent; 5 but less than 7 years of experience or equivalent
IMPACT	Significant impact	Significant impact	Significant impact
CONTACTS - INSIDE	Provide guidance Coordinate activities	Provide guidance Coordinate activities	High-level interaction on matters which are of considerable diversity; may involve University activities that are highly sensitive or confidential
CONTACTS - OUTSIDE	Providing and/or receiving guidance, advice or information that must be analyzed and developed by the position	Providing and/or receiving guidance, advice or information that must be analyzed and developed by the position	Providing and/or receiving guidance, advice or information that must be analyzed and developed by the position
CONTACTS - STUDENTS	Occasional contact dealing with highly sensitive matters	Frequent contact dealing with highly sensitive matters	Frequent contact

FACTOR PROFILE	10085 ASSISTANT OMBUDSPERSON, BAND G	10069 ASSOCIATE OMBUDSPERSON, BAND H	11105 OMBUDSPERSON, BAND H
SUPERVISION	Responsible for providing guidance, counsel and information to employees throughout the University in specific support areas	Provide day-to-day supervisory direction to employees within the department	Provide day-to-day supervisory direction to employees within the department
COMPLEXITY	Occasionally required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills	Occasionally required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills	Occasionally required to develop new, imaginative or innovative solutions, services, products, processes or programs. Work requires sophisticated reasoning skills
LEVEL OF DECISION MAKING	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning or students
FREEDOM OF ACTION	Little direct supervision Considerable latitude for exercising judgment and self-direction	Little direct supervision Considerable latitude for exercising judgment and self-direction	Little direct supervision Considerable latitude for exercising judgment and self-direction
EFFECT OF DECISION MAKING	Directly affect several departments within a college, school or administrative unit Significant effect on students or employees	Directly affect entire college or school administrative unit Critical effect on students or employees	Directly affect entire college or school administrative unit Critical effect on students or employees
WORKING CONDITIONS	Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required	Normal working conditions, including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required