

OMBUDSMAN

NATURE OF WORK

This is responsible administrative work serving as a liaison between the citizens of Lincoln, the Mayor's office and City departments.

Work involves serving as a contact point between the citizens of Lincoln, the Mayor's office and City departments including the City Council. Work also involves research/investigation of citizen complaints through interviews and document research. Work is performed under the general supervision and policy direction of the Mayor or the Chief of Staff, and in cooperation with department Directors. The employee is expected to exercise independent judgment and personal initiative within established guidelines and policies.

EXAMPLES OF WORK PERFORMED

Coordinates assistance for citizens who have questions, complaints, problems or concerns with City government; works with designated individuals from each department to ensure concerns are properly addressed.

Conducts investigations of alleged poor service, workmanship, lack of communication or other related issues within or between City departments.

Acts as records keeper for the Mayor's radio call-in show; records citizens' questions or concerns and follows-up accordingly.

Maintains records of citizen complaints and concerns.

Researches and prepares public, administrative and statistical reports on service or service trends.

Serves as a contact point for citizens' complaints, community organizations and City departments; prepares and makes public presentations regarding general City operations when directed.

Represents the Mayor or Chief of Staff, when so assigned, with the City Council, administrative boards, civic organizations and at committee meetings and other City functions regarding citizen service issues.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the Lincoln Municipal Code and of the rules and regulations of City departments as they pertain to the resolution of citizen concerns.

Knowledge of facilitation techniques and City operating procedures.

Ability to establish and maintain effective working relationships with community organizations, City and County officials, co-workers and the general public.

Ability to handle difficult situations diplomatically and mediate resolutions between citizens and City departments.

Ability to formulate statistical analysis of complex data.

Ability to develop and maintain a system for tracking citizen complaints and complaint resolution.

Ability to communicate effectively, both orally and in writing.

Ability to exercise independent judgment, prioritize projects and coordinate a wide variety of activities.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four year college or university with major course work in public or business administration, social behavioral sciences or related area with considerable experience in the resolution of issues and in creative problem solving.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year college or university with major course work in public or business administration, social behavioral sciences or related area and experience in the resolution of issues and in creative problem solving; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

Approved by: _____
Department Head Personnel Director

5/2004

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