

Office of the City Auditor

CLASS SPECIFICATION

CITY OMBUDSMAN

[Salary Grade 59](#)

Established: December 13, 2018

CLASSIFICATION SUMMARY

Under the general direction of the City Auditor, supervises and directs the activities of the City Ombudsman's Office; investigates the administrative acts of City agencies and recommends changes toward safeguarding the rights of community members and of promoting higher standards of fairness, competency, equity, and justice in the provision of City services.

Responsibilities include: evaluating, initiating, and conducting ombudsman investigations of complaints; researching relevant laws, policies, and best practices associated with good governance strategies; leading the planning, implementation, monitoring, and reporting of specific Office programs or activities; recommending specific administrative action and/or changes in policies and procedures that further fairness, justice, and equity; providing staff with leadership, direction, and support; ensuring implementation of the goals of Office; reviewing and managing budget allocations. This position requires a high degree of independence, objectivity and impartiality, the ability to navigate sensitive political environments, and establish credibility and confidence in the City among a diverse group of stakeholders.

DISTINGUISHING CHARACTERISTICS

City Ombudsman reports to the City Auditor, is a single-incumbent classification, and is the management-level classification within the Ombudsman organizational unit. This classification is specific to the City Auditor's Office and may not be used by other City Bureaus/Offices. Classification is exempt from Civil Service.

ESSENTIAL FUNCTIONS

The incumbent may perform a combination of the following and related duties as assigned.

General Duties:

1. Support the mission, objectives, and service expectations of the Auditor's Office; create and promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society.
2. Work closely with the City Auditor in setting and carrying out the vision, mission, and objectives of the Auditor's Office; protect its independence from Bureaus; develop and implement policies, initiatives, and activities related to the strategic plan; provide financial management; administer policies, procedures, programs, goals, and objectives.
3. Provide leadership to attract, develop, and retain diverse, highly competent, service-oriented staff that supports the mission, objectives, and service expectations of the Auditor's Office.
4. Develop and establish performance requirements and personal development targets for staff, regularly monitor performance and provide coaching for improvement and development; evaluate performance and complete annual performance reviews; ensure employees have the opportunity to correct deficiencies and appropriate discipline procedures are implemented.
5. Manage the administration and operation of the City Ombudsman's Office pursuant to goals, protocols, and objectives as established by the City Code, City Charter, administrative rules, and consistent with public sector ombudsman best practices.

6. Perform and oversee intake, review, and vetting of complaints; interview complainants; evaluate jurisdiction, complexity, and merits of complaints; track complaint data; prioritize complaints for investigation; communicate intake determinations to complainants.
7. Develop, implement and manage investigation plans; conduct interviews; gather and review records; research and analyze laws, policies, and best practices; formulate conclusions; consult legal counsel; advise complainant and agency of findings and recommendations.
8. Recommend corrective actions and systemic reforms; monitor agency response to recommendations; apprise elected officials, agency directors and executive-level staff as appropriate; write and issue public reports.
9. Identify and analyze complex, systemic issues; advocate for systemic reform; confer with elected officials, agency directors, and executive-level staff as appropriate
10. Conduct or participate in general studies, conferences, inquiries, or meetings that may improve the functioning of agencies or lessen the risks that objectionable administrative acts may occur.
11. Formulate and conduct internal and community outreach; educate employees and members of the public about Ombudsman function; develop outreach strategies; prepare and deliver presentations at community events; manage dissemination of relevant information via web-based platforms and social media.
12. Act as media liaison; participate in press interviews; speak at press conferences, community events, work sessions, and City Council meetings.
13. Prepare and present narrative and statistical program information, case studies, and key performance metrics through annual reports to the public, City Council, and staff.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under general direction and oversight by the City Auditor and has discretion in carrying out the goals and activities of the Ombudsman's Office in alignment with the mission of the Auditor's Office.

Directly supervises employees, including Deputy Ombudsman positions and support staff.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Thorough knowledge of the principles and practices, operational and strategic planning, business communication, public administration, and fields related to the mission and purpose of the City Ombudsman's Office.
2. Thorough knowledge of investigative principles, practices, and methodologies.
3. Knowledge of principles of management, supervision, training, and performance evaluation.
4. Knowledge of relevant federal, state, and local laws, statutes, regulations, and ordinances, and the ability to analyze, interpret, explain, and apply them.
5. Ability to exercise discretion in dealing with sensitive, complex, and confidential issues and situations.
6. Ability to communicate effectively, both orally and in writing; present information, proposals, and recommendations clearly and persuasively in public settings.
7. Ability to establish and maintain effective working relationships with managers and staff, elected officials, representatives of other government agencies, the public, and others; demonstrate tact and diplomacy; gain cooperation through discussion and collaboration.
8. Ability to facilitate inclusive participation in Auditor's Office programs and activities by communities of color and people traditionally underrepresented in local decision-making; communicate cross-culturally.
9. Ability to exercise independent judgment, problem-solve, and take initiative within established procedures and guidelines.
10. Ability to use City-specific technology and general office software programs.

11. Ability to propose state and local legislative initiatives to further the goals and objectives of the Office.
12. Ability to manage a diverse workforce and apply equitable program practices to diverse and complex services.

MINIMUM QUALIFICATIONS REQUIRED

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable:

Education/Training: Bachelor's degree from an accredited college or university with major course work in public administration, public policy, political science, or field related to oversight practices, organizational ethics, or administrative law;

AND

Experience: Five (5) years of progressively responsible related experience conducting investigations, including a minimum of two (2) years in a supervisory or lead role;

OR

Equivalent combination of training and experience.

Special Requirements and/or Qualifications:

None.

Preferred Qualifications:

Supervisory or management experience in a public agency.

Bargaining Unit: Nonrepresented

FLSA Status: Exempt

HISTORY

Established Dec. 13, 2018

Revision Dates: May 20, 2021