

Office of the City Auditor

CLASS SPECIFICATION

DEPUTY OMBUDSMAN

[Salary Grade 57](#)

Established: May 20, 2021

CLASSIFICATION SUMMARY

Under routine supervision, investigates complaints related to administrative acts of City agencies submitted to or initiated by the City Ombudsman.

Responsibilities include: applying ombudsman philosophy, principles and practices toward taking complaints; planning and conducting administrative investigations as assigned; conducting research; collecting information through interviews; requesting records; determining appropriate resolutions or recommended courses of action; developing findings and recommendations; providing referral resources to community members; and resolving conflicts.

DISTINGUISHING CHARACTERISTICS

Deputy Ombudsman is one of two classifications in the Ombudsman series. This classification is specific to the City Auditor's Office and may not be used by other City Bureaus/Offices.

ESSENTIAL FUNCTIONS

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

General Duties:

1. Support the mission, objectives, and service expectations of the Auditor's Office; contribute to an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society.
2. Conduct initial intake to establish the basis of a complaint, including whether it is within the Ombudsman's jurisdiction, and gathering the information needed to determine whether to accept it for investigation or other intervention.
3. Prepare and implement plans of investigation or other intervention; determine approach and opportunities for creative resolution.
4. Conduct complaint investigations; identify, review, and interpret relevant City Code and policies; interview complainants and relevant staff; obtain documentary and other information.
5. Through lens of administrative fairness, analyze investigative results; ask normative questions; formulate findings and recommendations; draft reports of findings and recommendations if appropriate; present findings and recommendations to Ombudsman for review.
6. Communicate with City officials about complaints and investigation results; monitor agency response to findings and recommendations.
7. Communicate investigative conclusions and agency's response to complainant.
8. Identify and analyze complaints and data indicating systemic issues; research, evaluate and develop solutions. Use independent judgment to resolve conflicts and propose improvements to public policy that further fairness, justice and equity.
9. 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.
10. Assist community members by offering referrals to other agencies and services.
11. Participate in community outreach efforts, systemic reform efforts, policy reviews, public hearings, press events, and professional development training.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under general supervision by the City Ombudsman or other supervisors in the City Auditor's Office.

This classification has no supervisory responsibilities.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Knowledge of principles of government accountability and transparency.
2. Knowledge of principles and practices of professional communication.
3. Ability to develop and apply knowledge of theory and principles of ombudsman profession.
4. Ability to develop and apply the knowledge of principles, practices, and techniques of ombudsman investigations.
5. Ability to analyze facts and law.
6. Ability to ask questions around fairness, justice, and equity.
7. Ability to identify, understand, and interpret relevant City, state and federal laws and policies.
8. Ability to define complex issues, analyze problems, evaluate alternatives, and develop sound, conclusions and recommendations that further fairness, justice, and equity.
9. Ability to conduct thorough, objective complaint investigations, reach sound impartial conclusions based on investigation results; maintain confidentiality in accordance with legal requirements.
10. Ability to communicate effectively both orally and in writing.
11. Ability to present information, proposals, and recommendations clearly, logically, and persuasively.
12. Ability to engage in an impartial manner with complainants from diverse communities and exercise tact and diplomacy in dealing with sensitive and complex issues.
13. 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.
14. Ability to represent the Auditor's Office in investigations and interactions with the public.
15. Ability to exercise sound judgment and navigate sensitive political environments; maintain workplace security and personal safety.
16. Ability to establish and maintain effective working relationships with managers and staff, elected officials, representatives of other government agencies, and others.
17. Ability to use general office software and learn City-specific technology and other essential programs.

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;

AND

Experience: Three (3) years of investigative experience.

Special Requirements and/or Qualifications:

A valid state driver's license may be required for certain positions.

Preferred Qualifications:

Experience working for a public agency, in investigative journalism, or public interest law. Skills in quantitative data analysis.

Bargaining Unit: Nonrepresented
FLSA Status: Exempt
HISTORY
Revision Dates: