ASSOCIATE OMBUDSMAN

<table>
<thead>
<tr>
<th>CLASS TITLE</th>
<th>CLASS CODE</th>
<th>SALARY GROUP</th>
<th>SALARY RANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASSOCIATE OMBUDSMAN</td>
<td>3659</td>
<td>B15</td>
<td>$32,976 - $52,045</td>
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<tr>
<td>OMBUDSMAN I</td>
<td>3660</td>
<td>B17</td>
<td>$36,976 - $58,399</td>
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<td>OMBUDSMAN II</td>
<td>3662</td>
<td>B19</td>
<td>$42,244 - $68,960</td>
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<td>OMBUDSMAN III</td>
<td>3663</td>
<td>B21</td>
<td>$48,278 - $78,953</td>
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<td>OMBUDSMAN IV</td>
<td>3665</td>
<td>B23</td>
<td>$55,184 - $90,393</td>
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<td>OMBUDSMAN V</td>
<td>3666</td>
<td>B25</td>
<td>$63,104 - $103,491</td>
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<td>OMBUDSMAN VI</td>
<td>3667</td>
<td>B27</td>
<td>$76,356 - $129,137</td>
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<tr>
<td>OMBUDSMAN VII</td>
<td>3668</td>
<td>B29</td>
<td>$92,390 - $156,256</td>
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GENERAL DESCRIPTION

Performs entry-level mediation support work. Work involves assisting employees or the general public in resolving disputes and problematic issues or concerns in situations such as filing claims, obtaining or disputing benefits, or resolving grievances; and preparing participants for conferences, meetings, hearings, and proceedings. Works under close supervision, with minimal latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Conducts intake of issues and disputes and logs them into a database, then prioritizes and tracks the status.

Answers routine questions and explains relevant state and federal rules, regulations, programs, and procedures to employees or the general public; escalates more difficult questions to higher-level employees.

Consults with all involved parties to ensure effective scheduling of cases and preparatory interviews.

Consults with various groups on issues and procedures concerning conferences, meetings, hearings, and arbitration proceedings.

Facilitates the information sharing among various parties involved in a grievance, dispute, or claim.

Provides assistance to employees, the general public, and/or other involved parties in filing grievances or claims; and tracks and provides information on grievance or claim status.

Provides assistance to employees or the general public in applying for benefits, preparing for hearings and presenting cases, and responding to requests for information.
Provides assistance to employees or the general public in appealing adverse rulings or responding to appeals.

Examines details of cases or complaints, obtains relevant supporting documentation and information, and assists in mediating and resolving various types of routine grievances, disputes, and claims.

Communicates with various groups on behalf of the individuals with a grievance, dispute, or claim and gathers relevant information.

May assist in advocating for the rights of residents in facilities.

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 conduct research; to recognize problems and identify and facilitate solutions; 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.