

**Office of the Ombudsperson
The University of Texas at Austin
Student Assistant Ombudsperson**

What does a Student Assistant Ombudsperson do?

- Assists students with University-related issues or concerns.
- Helps students with problem solving and developing options.
- Serves as a resource for information and to clarify University policy.
- Provides contact information for referrals and at times, facilitates communication.
- Performs research and analysis of University policy
- Applies Ombuds principles and policies, as outlined by the International Ombudsman Association and the University, to casework and systems feedback
- Assists in office activities as needed

How do I apply? What is the deadline for application?

Complete an application that is available from The Office of the Ombudsperson, SSB, Room G1.404. You can also print a copy of the application from our website at www.utexas.edu/student/ombuds. Applications will be accepted until the position is filled.

What are the qualifications?

First and foremost...you must have a desire and ability to serve students and the University community as a whole. Background education and/or experience in the alternative dispute resolution field are a plus. You must be able to problem solve in complex situations, have a strong code of ethics, and be professional. You will be expected to learn, research, and interpret University policy individually and with a team.

You must exhibit strong written/oral communication skills, listening skills, patience and a positive attitude with office staff and the students you serve. You must be able to communicate with high-level University administrators with diplomacy and tact. It is vital that you have an understanding of the various relationships that exist within academic programs at the undergraduate and graduate student level. You must be a quick learner with excellent critical thinking skills and the ability to multi-task while dealing with challenging situations. Computer and office skills are also necessary.

This job should be given priority over other activities or responsibilities (except for classes). You will need up to 19 available hours during business hours. You will need to be able to commit to the entire school year.

What am I likely to do in a given day?

You will listen to students regarding their concerns, help students brainstorm and problem solve, refer students to various campus personnel, speak with administrators and staff, research University policies and procedures, assist in the preparation of reports, perform general office functions such as data entry, filing, etc., and assist other staff with various office-related projects.

Salary and benefits:

\$8.50-9.00/ hour. Pay is negotiable based on experience and education.

Who do I contact if I have questions or need more information?

Please call The Office of the Ombudsperson at (512) 471-3825.

Ombudsperson
The University of Texas at Austin
Student Assistant Ombudsperson Application
Applications will be accepted until positions are filled. Mailcode: A6000

Name: _____

Address: _____

E.I.D. _____ **Phone(s):** _____

E-mail: _____

Major: _____ **Expected Graduation Date:** _____

Hours Completed: _____ **Hours in Progress:** _____

Classification: _____ **U.T. GPA:** _____

Number of long session semesters you have attended the University: _____

Please answer each of the following questions in essay format.

- 1) Describe your past work experience, campus involvement, honors, and extracurricular activities.
- 2) Which of the above-mentioned experiences would be most significant for you as an Assistant Ombudsperson and why?
- 3) What commitments, other than school, do you expect to have during the Assistant Ombudsperson appointment (e.g., jobs, internships, civic activities, etc.)?
- 4) What are your reasons for applying to the Assistant Ombudsperson position?
- 5) Why do you feel qualified for this position? Specifically, please describe your past experience or knowledge with conflict resolution, mediation, or alternative dispute resolution.

Your application packet should include:

- 1) This page, signed at the bottom.
- 2) Responses to questions 1-5 above.
- 3) A resume or curriculum vitae.
- 4) Your hours available to work during Monday-Friday, 9-5 for fall 2009 and a projected schedule for spring 2010 availability (i.e. how many hours you plan to take, etc.)
- 5) Anything else you feel will enhance the quality of your application.

I hereby authorize the Office of the Ombudsperson to access student records to confirm any and all of the above information.

Signature: _____ **Date:** _____

*Following the review of all submitted applications, candidates will be selected for an interview with the Ombudsperson. At that time, please be prepared to provide a short list of references. If you have any questions, please do not hesitate to contact The Office of the Ombudsperson at (512) 471-3825.

The University of Texas at Austin is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, age, citizenship status, Vietnam era or special disabled veteran's status, or sexual orientation. For questions or concerns regarding equal opportunity only, contact Equal Opportunity Services.