

CLASS SPECIFICATION
City Ombudsman

FLSA Status: Exempt
Union Representation: Nonrepresented/Incumbents hired after May 25, 2011 are exempt from Civil Service (Ordinance 184616)

GENERAL PURPOSE

Under general direction, supervises and directs the activities and services of the Ombudsman Office; receives, investigates and makes determinations on citizen complaints regarding the administrative acts of City government under PCC 3.77; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single position class is responsible for investigating complaints from citizens and City employees regarding administrative acts of the City government, including alleged violations of law and administrative policy and practice, and the quality of service delivery by City personnel. The incumbent also serves as a contact point for whistleblowers; researches and evaluates issues, policies, laws and procedures that affect City government and the public; and makes recommendations for new and/or amended policies and procedures to improve the administration of City government and monitors/reports on the status of complaints. Work of this class requires a high degree of objectivity and neutrality, seasoned administrative and political acumen and extensive knowledge of appropriate investigative principles, practices and methodologies to establish credibility and confidence for the Office with a diverse group of stakeholders who may often have differing and conflicting views about issues and processes.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Manages the administration and operation of the City's Ombudsman Office; supervises and assigns workload to staff assistants; determines which incidents the Office will investigate, whether administrative decisions have been appropriately made and actions that should be taken by a bureau to remedy the situation or prevent future occurrences.
2. Performs intake of complaints; determines jurisdiction of complaints; explains Office complaint procedures; identifies which complaints are appropriate for investigation; may recommend alternate courses of action for complainants for an effective, efficient and equitable resolution.
3. Develops and implements plans of investigation for each complaint to be investigated; assists complainants in defining and focusing their complaint; determines the necessity of interviews, depositions, subpoenas and areas to be researched; collects records and evidence; conducts on-site

visits; identifies specialists in specific subject areas from other City, state and federal jurisdictions; consults legal counsel and other employees as appropriate.

4. Conducts and supervises the investigations of the more complex and/or sensitive citizen complaints and complaints alleging wrongdoing by City employees; analyzes results and prepares reports of findings and recommendations for agency action; issues formal findings and recommendations for complaints about administrative acts of City government to the City Council; makes recommendations for new or amended policies to improve the administration of City government; makes criminal or disciplinary referrals as required by the City Code; makes determinations on the confidentiality of information obtained; communicates with the public, elected and agency officials on investigation results.

OTHER DUTIES

1. Prepares periodic public reports on work of the Office as required by City Code.

MINIMUM QUALIFICATIONS

Knowledge of:

1. City and state laws and regulations applicable to the operation and jurisdiction of the Ombudsman Office.
2. Federal, state and local laws and regulations applicable to the operations and administration of City government, including the City Ethics Code.
3. Organization of the City, county and state government, including the functions and interrelationships of its bureaus and offices.
4. Principles, methods and techniques of research and investigation of citizen complaints.
5. Principles and practices of public administration, including the maintenance of public records.
6. Effective community and public relations methods and practices.
7. Requirements for the treatment of confidential information.
8. Principles and practices of sound business communication.
9. Principles and practices of effective supervision.
10. City human resources policies and labor contract provisions.

Ability to:

1. Plan, organize and manage the activities of an office specializing in the review, investigation and resolution of complaints and allegations of wrongdoing by City officials and employees.
2. Conduct thorough, objective investigations of complaints, reach sound neutral conclusions based on investigation results and maintain confidentiality regarding process and outcomes in accordance with all legal requirements.
3. Define complex issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
4. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
5. Understand and interpret relevant city, state and federal laws.
6. Present information, proposals and recommendations clearly, logically and persuasively.
7. Represent the City effectively in investigations and other dealings on a variety of sensitive and confidential issues.
8. Propose State of Oregon legislation, City Code amendments or City Charter initiatives to further the goals and objectives of the Office.
9. Prepare clear, concise and comprehensive reports and other written materials.
10. Exercise sound expert, independent judgement within general policy guidelines.
11. Operate a computer and standard business software.
12. Communicate effectively both orally and in writing.
13. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
14. Establish and maintain effective relationships with elected officials, all levels of City management, representatives of other governmental agencies, employees, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public administration, management, political science or a closely related field; and at least five years of progressively responsible experience conducting

investigations of sensitive internal organizational audits, ethics violations or citizen complaints; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

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

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following classes:

0970 PROGRAM MANAGER II Adopted: 07-01-92

Revised: 02-26-09 Deleted reference to abolished comparison class (Assistant Ombudsmen) under Distinguishing Characteristics

June 2009 - Change Job Class number from 7332 to 30000554, due to system change.

Revised: 05-25-11 Ordinance 184616 revised classification to be excluded from the Civil Service.

Revised: 08-03-11 Minor clarifying changes to description.