

City of Portland

CLASS SPECIFICATION

CITY OMBUDSMAN

[CLASS CODE]

[ESTABLISHED DATE]

CLASSIFICATION SUMMARY

Reports administratively to the City Auditor. The City Ombudsman is independent of supervisory direction or management, and is generally responsible to the elected City Auditor for administrative and consultative purposes. Under broad policy guidelines, supervises and directs the activities of the City Ombudsman's Office; investigates the administrative acts of City Bureaus/Offices and recommends changes toward safeguarding the rights of citizens and of promoting higher standards of fairness, competency, efficiency, and justice in the provision of City services. Classification is exempt from Civil Service.

Responsibilities include: evaluating, initiating, and conducting investigations of complaints; researching relevant laws, policies, and best practices associated with effective 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; 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 objectivity and neutrality, 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 is a single-incumbent classification which functions independently within the City Auditor's Office and reports administratively to the City Auditor.

City Ombudsman is distinguished from the Independent Police Review Manager in that the former investigates complaints involving administrative acts of all City Bureaus/Offices while the latter investigates complaints relating to the conduct of sworn employees of the Portland Police Bureau.

ESSENTIAL FUNCTIONS

The incumbent may perform a combination of some or all of the following duties, and perform related duties as assigned.

General Duties:

1. 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.
2. 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 and stakeholders.
3. 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 Bureau/Office of findings and recommendations.

4. Recommend corrective actions and systemic reforms; monitor Bureau/Office response to recommendations; apprise elected officials, Bureau/Office directors and executive-level staff as appropriate; write and issue public reports.
5. Identify and analyze complex, systemic issues; advocate for systemic reform; confer with elected officials, Bureau/Office directors, and executive-level staff as appropriate.
6. Provide leadership to attract, develop, and retain diverse, highly competent, service-oriented staff that support the City's and Office's mission, objectives, and service expectations; create and promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society; ensure that employees are provided with guidance and opportunity to correct deficiencies, and appropriate discipline procedures are implemented.
7. 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.
8. Propose state and local legislative initiatives to further the goals and objectives of the Office.
9. Act as media liaison; participate in press interviews; speak at press conferences, community events, work sessions, and City Council meetings.
10. 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 minimal direction and oversight by the elected City Auditor and has significant discretion in carrying out the goals and activities of the Office.

Directly supervises employees, including Complaint Investigator positions and other staff.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Thorough knowledge of the principles and practices of leadership, operational and strategic planning, business communication, public administration, program evaluation, 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 verbally and in writing; present information, proposals, and recommendations clearly and persuasively in public settings.
7. Ability to establish and maintain effective working relationships with elected officials, the public, and those contacted in the course of work; demonstrate tact and diplomacy; gain cooperation through discussion and collaboration.
8. Ability to facilitate inclusive participation of communities of color and people traditionally underrepresented in local decision-making in Auditor's Office's programs and activities; communicate cross-culturally.
9. Ability to manage a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.
10. Ability to exercise independent judgment, problem-solve, and to take initiative within established procedures and guidelines.
11. Ability to utilize City-specific technology and general office software.

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 three (3) years in a supervisory or lead role.

Special Requirements and/or Qualifications:

None.

Preferred Qualifications:

Supervisory or management experience and experience working for a public agency.

Minimum Salary: xxxxx per [pay period, month, annual]

Maximum Salary: yyyyy per [pay period, month, annual]

Bargaining Unit: Non-represented

FLSA Status: Exempt

HISTORY

Revision Dates: