

101 Vera King Farris Drive | Galloway NJ 08205-9441  
**stockton.edu**

**Title:**

Ombuds Officer 50% (Unclassified)

**Requisition Code:**

492650

**Location:**

Galloway – Main Campus

**Job Category:**

Management

**Department:**

Office of Human Resources

**Salary:**

Salary commensurate with experience and is accompanied by an extremely competitive University benefits package

**Work Hours:**

Varies

**Posted Date:**

7/5/2023

**Close Date:**

N/A

**Overview:**

Stockton University is ranked among the top public universities in the Northeast with more than 160 undergraduate and graduate programs, as well as continuing education opportunities. The University, one hour from Philadelphia and two hours from New York City, offers unique living and learning environments throughout southern New Jersey, including the 1,600-acre Galloway campus in the Pinelands National Reserve and Stockton University Atlantic City, located in the University District, just steps from the beach and the iconic Atlantic City Boardwalk. Additional locations include Hammonton, Manahawkin and Woodbine. As a public university, Stockton provides an environment for excellence to a diverse student body, including those from underrepresented populations, through an interdisciplinary approach to liberal arts, sciences, and professional education. Founded in 1969, Stockton held its first classes in 1971. The University's commitment to cultural diversity and its welcoming and vibrant community makes Stockton a great place to learn and work! Learn more about the many reasons to choose Stockton at [www.Stockton.edu](http://www.Stockton.edu).

Faculty and Staff are committed to support Stockton University's commitment to diversity and strong student-centered vision and mission.

Successful candidates will be required to show proof of their COVID-19 vaccine status prior to their start date. Religious or Medical waivers may be requested at the time of employment offer.

This is an in-person on campus, non-remote position. For the 2022-2023 academic year, the University has implemented a pilot program allowing employees to work either a compressed 4-day work week with extended workdays or may work from home one day a week. Participation is subject to Divisional Executive approval depending on operational need.

### **Brief Job Overview/Summary:**

Stockton University is in search of a dedicated professional to service in the role of Ombuds Officer. The University Ombuds reports to the Associate Vice President for Human Resources and is responsible for exercising independent judgment and prudence in handling sensitive, confidential matters. The University Ombuds is neither an advocate for any individual, nor the University; rather, the individual is an advocate for informal conflict resolution. The person should have proven expertise and demonstrated success in mediation and conflict resolution. The ability to establish and confidence of individuals at all organizational levels and be able to make policy recommendations.

### **Descriptions of Essential Duties/Responsibilities:**

- Serve as a resource for faculty and staff to facilitate informal resolution of concerns.
- Educate and train faculty and staff regarding their rights and responsibilities under applicable policies.
- Develops, designs, delivers, and evaluates a range of training programs regarding mediation, negotiation, and other related skill sets to promote constructive communication, conflict resolution, and collaborative problem solving.
- Assist faculty and staff in framing issues. This includes coaching individuals in written and in-person communications and emphasizing de-escalation techniques.
- Refer faculty and staff to University offices, services, or formal resolution processes, as appropriate and applicable.
- Coach individuals in written and in-person communications, emphasizing de-escalation techniques.
- Provide periodic reports to the Associate Vice President of Human Resources containing meaningful, de-identified summaries of trends and the types of issues faculty and staff are reporting or experiencing, and provide recommendations for improvement.
- Meet with faculty and staff across Stockton to facilitate inclusion, retention, and collegiality.
- Foster a culture of diversity and inclusion through activities, such as the promotion of Employee Resource Groups and affinity networks, and develops training on topics, which may include Dispute Resolution, Respectful Workplace Practices, addressing bullying, and Micro-Aggression Prevention.
- Provides referrals to other University offices to provide additional services (e.g., Office of Equal Opportunity and University Compliance, Student Affairs, Women's Gender Sexuality Center, Office of Military and Veteran Success Center, Dean of Students, Employee Relations, Student Health and Wellness, Multicultural Center, Academic Affairs) and/or the office(s) responsible to resolve the identified concerns.
- Serves as a resource to and member of various University committees, including but not limited to, e.g., the Behavior Intervention Team, Bias Response Team, Committee on Campus Diversity and Inclusive Excellence, and Employee Resource Groups.
- Consults with the department leaders, managers, and administrators to establish coordinated efforts to minimize workplace conflict; develops resources and tools to aid University constituents in fostering a culture of respect, collaboration, and problem resolution.
- As needed or assigned, update, develop, and maintain Stockton's policies and procedures, particularly as they relate to management, faculty, and staff personnel matters.

- Other duties as assigned.

**Required Qualifications:**

- Bachelor's degree.
- 2 years of experience with and participation in mediation and conflict resolution.
- Demonstrated culturally competent sensitivity and conflict resolution skills.
- Demonstrated ability to keep sensitive materials confidential.
- Knowledge of professional ombuds standards, codes of ethics, procedures, and principles and techniques.

**Preferred Qualifications:**

- Master's degree, supplemented by a minimum of 5 years relevant experience.
- Experience with higher education, legal, or government agencies matters and/or labor relations within collectively bargained environments.
- Certified Organizational Ombuds Practitioner certification from the International Ombuds Association or equivalent. Analytical skills with the ability to analyze statistical data to provide institutional feedback regarding trends, practices, policies, procedures, etc.

**Screening Information:**

Screening of applications begins immediately and will continue until the position is filled.

**How To Apply:**

To apply please visit <https://employment.stockton.edu> or click the "Apply" button.

**SAME APPLICANTS:** If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B), must be submitted along with your resume by the closing date indicated above. For more information on the SAME Program visit their Website at: <https://nj.gov/csc/same/overview/index.shtml>, email: [SAME@csc.nj.gov](mailto:SAME@csc.nj.gov), or call CSC at (833) 691-0404.

Click [here](#) to apply. Email all necessary documentation to [Stockton.same@stockton.edu](mailto:Stockton.same@stockton.edu).

Only electronic documents will be accepted. **Please complete the online application and include three professional references in addition to the following required documents.** All required documents (Microsoft Word or PDF) must be submitted in order for your application to move forward.

- A letter of interest describing qualifications and accomplishments
- Current resume or curriculum vitae
- Unofficial graduate transcripts

**Please note:**

- Stockton University is an equal opportunity institution and encourages a diverse pool of applicants. Pursuant to Title IX of the Education Amendment of 1972, Stockton University prohibits discrimination on the basis of sex (including, but not limited to, the prohibition of sexual misconduct and relationship violence, sexual assault and harassment) in all of its educational programs and activities. Please visit [http://www.stockton.edu/affirmative\\_action](http://www.stockton.edu/affirmative_action) for information on Stockton's Equal Opportunity and Institutional Compliance processes. The University provides reasonable accommodations as appropriate. An applicant may request a reasonable accommodation for

any part of the application and hiring process by contacting Bart Musitano, Manager for University Pensions and Benefits within the Office of Human Resources (Main Campus, J-115) at 609-652-4384, Monday – Friday between 8:00am – 5:00pm.

- All offers of employment are contingent upon a favorable background check, which may include social intelligence from a consumer reporting agency.
- In accordance with the New Jersey First Act P.L. 2011 c.70, effective September 1, 2011, new public employees (faculty exempt) are required to obtain New Jersey residency within one (1) year of employment. Applicants must meet the requirements listed.
- Pursuant to the Jeanne Clery Disclosure of Campus Security Policy and Campus Crimes Statistics Act (Clery Act), prospective employees may access Stockton's Annual Security and Fire Safety Report (ASF SR) at <https://www.stockton.edu/police/crime-statistics.html>. The ASF SR contains the previous three years of reported Clery Act crime statistics, fire safety information and information regarding campus and personal safety. Paper copies of the report are available at the Stockton University Police Department, Building 71, 101 Vera King Farris Drive, Galloway Township, NJ, or, call 609-652-4390 to request that a copy be sent via postal mail.