

## **Assistant Ombudsman 1**

**Salary:** \$50,398.40 – 71,656.00 Annually (position will be filled at the entry level salary)

**Location:** Des Moines – 50319 – Polk County, IA

**Job Type:** Full-time

**Agency:** 503 – Iowa Office of Ombudsman

**Closing:** November 22, 2019

**Point of Contact:** Jeri Burdick Crane @ [jeri.burdick.crane@legis.iowa.gov](mailto:jeri.burdick.crane@legis.iowa.gov)

**To Apply:** Submit a cover letter, resume, writing sample (illustrating your written communications skills) and the names, addresses, and telephone numbers of three references (two employment-related) to be received no later than 4:30 p.m. on the closing date to: **Office of Ombudsman, Ola Babcock Miller Building, 1112 East Grand Avenue, Des Moines, IA 50319.** You may fax your application materials to 515-242-6007 or e-mail to [ombudsman@legis.iowa.gov](mailto:ombudsman@legis.iowa.gov)

### **Job Summary:**

**This position is an at will position with the Office of Ombudsman, an agency in the legislative branch that receives, investigates, and resolves complaints about Iowa state and local government agencies and officials. Approximately 44% of all cases opened in 2018 were corrections-related cases.**

### **ESSENTIAL FUNCTIONS**

1. Process cases received through intake or as assigned by the Ombudsman or designee.
2. Exercise appropriate judgment in determining when to pursue or decline a case.
3. Appropriately determine what action to take to complete an investigation and formulate case plan.
4. Communicate effectively orally and in writing with the public and public officials.
5. Enter timely, accurate, and detailed notes into the office's electronic case management system.
6. Organize case files and other assigned tasks to meet deadlines.
7. Draft final communication or report at conclusion of investigation.

### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

1. Basic knowledge of the functions and responsibilities of the Iowa Office of Ombudsman.
2. Excellent oral and written communication skills.
3. Excellent interpersonal skills as applied to interactions with difficult people, other staff, clientele, legislators, and agencies.
4. Ability to professionally and compassionately interact with members of the public who may be in distress.
5. Ability to investigate, research, interpret, apply, and explain law, rule, and policy of government agencies.
6. Ability to ascertain facts through personal contact, observation, and examination of records.
7. Ability to enter data and information accurately into the office's case management system.
8. Ability to collect, analyze, and summarize information through research and interviews.
9. Knowledge of investigative procedures and fact-finding techniques.
10. Ability to negotiate and problem solve to effectively resolve complaints and influence the actions of agencies.
11. Ability to conduct investigations of low complexity and prepare basic communications and reports.

### **PHYSICAL REQUIREMENTS:**

1. Regular sitting, standing, walking, reaching, or kneeling. This job requires that stairs be traversed and weight be lifted or force exerted up to 20 lbs. occasionally.
2. This job requires close, distance, color, depth, and peripheral vision.
3. The noise level of the work environment is low to moderate noise levels regularly.

### **EDUCATIONAL REQUIREMENTS:**

Graduate from an accredited four year college or university, or three years of work experience with similar or demonstrated knowledge and skills.