

Clark Atlanta University Job Description

Position Title:	Special Assistant/Ombudsman (<i>Interim</i>)
Employee:	Full-Time
Department:	Academic Affairs
Reports To:	Provost and Senior Vice President for Academic Affairs

The following statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

General Function (Description):

Reporting to the Provost and Senior Vice President for Academic Affairs, the Special Assistant/Ombudsman, provides neutral, confidential and independent service to students and parents that affect the academic experience, student success, and campus climate. The Special Assistant/Ombudsman serves as the centralized point of contact for resolving concerns, facilitating communication among university stakeholders, and ensuring that issues are addressed fairly, promptly, and in accordance with university policies and procedures.

The Special Assistant/Ombudsman works collaboratively with the Office of the Provost, School Deans, Department Chairs, faculty, administrators, staff, students, parents and alumni to promote an environment that is inclusive and equitable for all.

Essential Job Duties and Responsibilities:

Primarily, the Special Assistant/Ombudsman will identify opportunities to support success initiatives through supporting the following actions:

- Serve as the primary liaison in the Office of the Provost and the Office of the President for student and parent inquiries, concerns, complaints, and appeals requiring administrative attention.
- Receive, assess, and respond to concerns while ensuring compliance with university policies, student privacy regulations, and institutional procedures.
- Provide guidance to students and parents on university processes, academic regulations, and available support services.
- Facilitate communication among students, parents, faculty, department chairs, deans, and administrative offices to resolve issues effectively.
- Manages day-to-day support for students, faculty, staff, parents and alumni issues (e.g., academic grievances, interviews, referrals, hands-on support).
- Maintains effective relationships with internal and external constituents.
- Performs related duties and responsibilities as assigned.

Knowledge, Skills and Abilities

- A strong understanding of educational learning environments, conflict resolution, and mediation.
- Ability to establish, maintain, and foster positive working relationships with all internal and external stakeholders.
- Excellent verbal and written communication, analytical, collaboration, negotiation, and decision-making skills.
- Experience working with academic deans and faculty leaders to determine relevant program offerings.
- Ability to design operations and procedures, develop policies, and implement new strategies and procedures that enhance quality.
- Strong listening, interpersonal and communication skills.
- Knowledge of laws, regulations, policies and procedures governing higher education.
- Fair and effective process provision with impartiality.

- Demonstrate strong customer service orientation; history of collegial and respectful working relationships with students, faculty, staff, and administrators from all sectors of the campus and with representatives of external bodies including public and private entities.
- Development, planning and implementation of short-and long-term goals.
- Creativity, with proven ability to provide innovative solutions and approaches to common problems.

Minimum Hiring Standards:

Education	A master's degree or higher from an accredited institution with experience in university or legal setting. Doctorate degree (Ph.D./Ed.D.) preferred.
Years of Experience Required	0-3 years of experience directly related to the duties and responsibilities specified. 0-3 years of higher education administrative and teaching experience required.
Years of Management/Supervisor Experience	0-3 years of management/supervisor experience