20-HOUR GRADUATE ASSISTANT OMBUDSPERSON POSITION

This position will provide support for the Office of the Student Ombuds (OSO) and its mission to provide an independent, neutral, impartial, and confidential environment for students to voice concerns related to life at the University of Texas at Austin.

What does the Office of the Student Ombuds do?
- Assists students with University-related concerns
- Helps students with problem solving and developing options
- Serves as a resource for information and to clarify University policy
- Perform research and analysis of University policy as needed
- Attends relevant meetings with other University administrative staff

Job Responsibilities:
- Meet with students in a confidential setting to discuss students’ concerns and generate options
- Learn, research, and interpret University policy
- Case management and data entry
- Assist with campus events and outreach
- Distribute office publication materials
- Manage social media outlets
- Project management

Required Qualifications:
- Ability to serve a diverse student population and the University of Texas community
- Strong oral and written communication skills
- Ability to think critically and problem solve complex situations
- Professional demeanor and ability to work in a confidential setting
- Administrative skills (data entry, report preparation, filing, computer skills, etc.)
- Must be enrolled as a graduate student taking at least 9 hours per long semester

Preferred Qualifications include:
- Background education and/or experience in any field(s) related to:
  - Conflict Dispute Resolution
  - Social Science (i.e. Communication, Psychology, Social Work, Sociology, etc.)
  - Public Policy / Policy Interpretation
- Training in communication skills (cross cultural, affective, assertive, etc.)
- Familiarity in working in a higher education setting or large institutional structures

Terms of Employment:
- Four month and a half month assignment starting September 2017 and continuing through December 2017. Possible renewal for Spring 2018.
- Half-time position (20 hours/week) at an expected rate of $13.25 an hour
- Hours are expected to be completed during OSO operating hours [9:00a.m. – 4:30p.m.]

Graduate Assistant Job Benefits:
- Graduate Student Academic Employee Insurance
- “A” parking permit eligible dependent upon availability
- Not eligible for tuition reduction benefit or tuition remission
- Not eligible for resident (in-state) tuition unless approved by academic department
- Please refer to https://hr.utexas.edu/student/student-employee-benefits for further information

Applications:
Complete an application available from Office of the Student Ombuds, SSB - Room G1.404 or from our website at https://ombuds.utexas.edu/student/about-us. Please send completed applications to studentombuds@austin.utexas.edu or drop it off at SSB G1.404. Competitive applicants will be contacted for an interview as applications are received. Applications will be accepted until June 2, 2017 or until position filled. Please call OSO at (512) 471-3825 with any questions.
Name: __________________________________________________________

E.I.D.: ___________________ Phone(s): ___________________ E-mail: ___________________

Degree Program: ___________________________________________ Expected Graduation Date: __________

Circle one: Masters Track or Doctoral Track

Hours Enrolled for Upcoming Semester: ____________

Number of long session semesters you have attended at the University: __________

Please answer each of the following questions separately in short essay format.
1) Applicants should have demonstrated experience in at least one of the following areas: policy analysis, conflict resolution, mediation, alternative dispute resolution, and/or working with university student populations. Describe all relevant experiences.
2) What commitments, other than school, do you expect to have during the Graduate Assistant Ombuds appointment (e.g., jobs, internships, civic activities, etc.)?

Your application packet should include:
1) This page including your signature at the bottom
2) Responses to questions above
3) A resume or curriculum vitae
4) Available hours Monday-Friday, 9a.m. - 4:30p.m. for Fall 2017

I hereby authorize the Office of the Student Ombudsperson to access student records to confirm any and all of the above information.

Signature: ___________________________________ Date: ______________________

*Following the review of all submitted applications, candidates will be selected for an interview with the Ombudsperson. At that time, please be prepared to provide a short list of references.

The University of Texas at Austin is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, age, citizenship status, Vietnam era or special disabled veteran's status, or sexual orientation. For questions or concerns regarding equal opportunity only, contact Equal Opportunity Services.