



Cornell University

**Office of the
University Ombuds**

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**Cornell University
Assistant Ombuds**

Full details and application available at

https://cornell.wd1.myworkdayjobs.com/CornellCareerPage/job/Ithaca-Main-Campus/Assistant-Ombuds_WDR-00059517-1

The Opportunity

The University Ombuds Office is seeking an Assistant Ombuds who will act as a conflict resolution practitioner providing assistance to students, staff, and faculty for their Cornell-related concerns, conflicts, and issues. Assistant Ombuds responsibilities include meeting with community members, conducting outreach and training, and facilitating conversations with students, staff and faculty facing conflict or challenges. Through these activities, the Assistant Ombuds helps visitors resolve conflicts and contributes to building a campus culture of access and belonging.

***This is a full time, 40 hour/week, on campus position** (within commuting distance from Ithaca, NY). Some hybrid activities are possible, but the Assistant Ombuds will be expected to be on campus regularly and frequently. Relocation assistance is not available for this position.*

Visa Sponsorship is not available for this position.

Hiring budget for this position is between \$91,810 - \$96,000. The actual offer will be based on the candidate's skills and experience.

Key Responsibilities:

Visitor Meetings

- Engage in active listening to discuss community members' concerns. Provide answers to visitors' questions or find the person who can provide answers and open avenues of communication. Identify and explain relevant University policies and protocols. Provide coaching on effective conflict management.
- Provide visitors with information on how to make the University aware of a particular problem. Recognize situations and issues that pose legal liability to the University and eliminate or reduce liability by, for example, ensuring visitors are aware of all reporting options. Provide referrals to other University or community resources and support services.

Outreach

- Participate in resource fairs. Update Ombuds Office website. Update and distribute brochures and other outreach materials. Develop and conduct presentations about Ombuds Office. Develop and conduct training on conflict management.

Management and Professional Development

- Promote and model University values and mission. Help identify gaps and inadequacies in University policies and procedures and assist in making recommendations for improvements. Assist in development and management of campus-wide Conflict Management System.

About the University Ombuds Office.

The Cornell University Ombuds Office, established in 1969, is a confidential, independent, informal, and impartial resource for students, faculty, academic and non-academic staff for help with concerns impacting their work or studies. The Ombuds Office serves the Cornell community, excluding Weill Cornell Medicine. The Ombuds Office seeks to help visitors clarify their concerns, identify their goals, and consider all available options. Working with the Ombuds Office can help individuals mitigate conflicts that can otherwise adversely affect their academic or workplace well-being.

The Ombuds Office assists visitors by engaging in active listening, coaching, providing information about policies, protocols, and resources, and helps the visitor identify how to file a complaint. The Ombuds Office also supports achieving the institutional goal that all members of the University receive fair and equitable treatment and works proactively to address issues of access and community belonging. Finally, the office provides feedback to the administration regarding trends. The Ombuds Office is independent of all other University offices and receives its budget from the President's Office.

What We Need

We are seeking a team member who has the following qualifications:

- Bachelor's degree and at least 5 to 7 years' experience in the field of conflict resolution/ mediation/ negotiation or related field, or an equivalent combination of education and experience required.
- The successful candidate must have demonstrated conflict resolution skills, exceptional listening and interviewing skills, ability to identify the significant, relevant issues in a visitor concern, ability to work with sensitive issues, ability to exercise sound judgment under pressure, and ability to maintain confidentiality.
- Excellent analytical and problem-solving abilities, and strong written and oral communication skills are also valued. Also valued is experience working with subtle and complex institutional political dynamics. Finally, strong background of sensitivity to issues of access and community belonging is highly valued.
- Preferred:

- An understanding of University policies and protocols, structures and operation, plans and priorities. An understanding of the implied fluidity of this structure in a growing and changing University.
- Master's degree in conflict resolution or related field.
- Subject matter expertise in access and community belonging.

A cover letter and resume are required for further consideration for this position.

Rewards and Benefits

- Cornell receives national recognition as an award-winning workplace for our health, wellbeing, sustainability, and diversity initiatives.
- Our benefits programs include comprehensive health care options, generous retirement contributions, access to wellness programs, and employee discounts with local and national retail brands. We invite you to follow this link to get more information about our benefits: [Understand Your Benefits | Working at Cornell](#).
- Our leave provisions include health and personal leave, vacation and paid holidays: Martin Luther King, Jr. Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving and the day after, and an end of the year winter break from December 25-January 1. To offer greater flexibility for observing faiths and traditions we also offer two additional floating holidays. Learn more about our generous leave provisions: [Holiday and Accrued Time Off | Working at Cornell](#)
- Cornell's impressive educational benefits include tuition-free Extramural Study and Employee Degree Program, tuition aid for external education, and Cornell Children's Tuition Assistance Program. Learn more about our extensive educational benefits: [Education Benefits | Working at Cornell](#)
- Follow this link to learn more about the Total Rewards of Working at Cornell: [Total Rewards | Working at Cornell](#).

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