


MEMORANDUM

To: TAMUK Faculty

From: James M. Palmer 
Provost & Senior Vice President for Academic Affairs

Date: June 18, 2024

Re: Faculty Ombudsperson Position Solicitation

During the 2023-2024 Academic Year, the Faculty Senate proposed a faculty ombuds program that would operate independently as a supplement to existing administrative or formal administrative or grievance procedures as outlined in the Faculty Handbook. Following discussion with the President, we are moving forward with the establishment of this important role. The Ombudsperson will report directly to the President and provide neutral, confidential, and independent service to faculty seeking information for conflict resolution. Services provided would include consultation, referrals, explanations of policies and procedures, review of applicable resolution methods, and other services. The Ombudsperson will maintain strict confidentiality to the extent feasible and lawful.

Position Working Title
Faculty Ombudsperson

Internal Job Open and Close Date
June 18 – July 2, 2024

Start Date
September 1, 2024 (Fall semester)

Essential Duties and Responsibilities

- Provides members of the faculty with voluntary, informal, neutral, and confidential third-party assistance in resolving university-related issues, concerns, or conflicts.
- Assists faculty members with interpersonal conflicts or disputes, including those with concerns about academic or administrative issues and may serve as a mediator between parties. Facilitates lines of communication between individuals or groups where needed.
- Examines complaints and issues and works to verify information or facts about complaints in a neutral manner in order to determine best course of action for parties involved.
- Maintains confidentiality and uses sound judgement in sharing information consistent with the *Standards of Practice and Code of Ethics* of the *International Ombudsman Association*.
- Provides outreach to the university through consultation and workshops.

- Maintains program records as appropriate and makes an annual report to the President and Provost of aggregated numbers of visitor/users of the Faculty Ombuds Program, as well as a summary of presented issues, while maintaining confidentiality.

Salary

- This is a 50% release-based appointment for the 9-month academic term with a 25% appointment during the summer. The release appointment, including summer effort, will be determined yearly. The role will carry an administrative stipend of \$400/month for the 9-month appointment. Interaction between the candidate, the current supervisor, Provost and President will take place to determine the current duties that will be re-assigned for the duration of the appointment, which is anticipated to renew based on strong performance and budget allocation.

Minimal Requirements:

- Tenured faculty member at Texas A&M University-Kingsville
- Ability to multitask, prioritize, and work cooperatively with others
- Knowledgeable about university structure, culture, policies, and practices
- Excellent problem-solving skills, including the ability to gather information, analyze it, and assist in developing appropriate options and actions
- Collaborative working style
- Strong written and verbal communication skills
- Ability to work with sensitive information and maintain confidentiality

Preferred Qualifications:

- Minimum of three years of administrative experience, broadly defined, at TAMUK
- Reputation for integrity and for dealing fairly, effectively, and in a timely manner with people and assignments

Position Support (approximately \$4,000)

- Active membership in the International Ombuds Association (IAO)
- Support to attend the IAO Annual Conference or other such meeting or workshop
- Certification and/or formal training in mediation or dispute resolution
- An office to be determined that permits neutral interaction to the extent possible

Performance Reviews and Reporting:

This role reports to the President. During the annual review period, both supervisors will provide feedback, coming together for an overall assessment of the year's performance.

Application:

Qualified applicants should submit to Evangelina Lopez, Associate Vice President for People and Culture, at Eva.Lopez@tamuk.edu the following: (1) a cover letter, (2) a curriculum vita stating education, experience, and qualifications, and (3) a list of three professional references at TAMUK including names, e-mail addresses, and telephone numbers who would be contacted only at the final stages of an interview process. The deadline to apply is July 2.