

**NEWARK PUBLIC SCHOOLS
HUMAN RESOURCE SERVICES
2 CEDAR STREET, NEWARK, NEW JERSEY 07102
CHRISTOPHER CERF, STATE DISTRICT SUPERINTENDENT**



ANNOUNCEMENT OF VACANCY: OMBUDSMAN - OFFICE OF THE STATE DISTRICT SUPERINTENDENT

(Pending availability of funds and Superintendent's approval)

The Superintendent invites qualified and interested persons to apply for the position of **Ombudsman within the Office of the State District Superintendent.**

QUALIFICATIONS AND REQUIREMENTS

1. Bachelor's degree from an accredited university or college.
2. A minimum of three years experience in education administration, preferably in a position involving interpretation or application of relevant laws, statutes and regulations, policies and procedures.
3. Significant experience in conflict resolution and the ability to write well are required. A combination of public and private experience is a plus.
4. The individual hired for this position must be a self starter, be able to work with minimal direct supervision, and possess exceptional customer service ability as well as strong interpersonal and organizational skills.
5. The individual hired for this position will be expected to build this function and to recommend improvements going forward.

DEFINITION: The Ombudsman serves as a direct report to the Superintendent, and serves as a general information center about all situations pertaining to NPS policies and procedures and advise the complaint where to turn and what procedures to follow in order to pursue whatever business, complaint, or concern.

BASIC FUNCTIONS AND RESPONSIBILITIES

1. Serve as a general information center regarding NPS policies and procedures and respond to requests for assistance in interpreting such policies and procedures.
2. Advise individuals and groups, including students, parents, employees, vendors, members of the community and representatives of any such individuals, regarding procedures for submitting and resolving complaints or concerns pertaining to any educational matter or the implementation of any NPS policy or procedure.
3. Upon request, assist school and district administrators in resolving complaints and addressing concerns raised by students, parents, employees, vendors, members of the community and representatives of any such individuals.
4. Upon request, mediate disputes between school and district administrators and students, parents, employees, vendors, members of the community and representatives of any such individuals.
5. **(Note: The ombudsman will have no authority with respect to matters involving interpretation or administration of collective bargaining agreements.)**
6. Monitor responses to complaints and concerns, and make recommendations to improve the effectiveness of such responses and district policies and procedures pertaining to community relations, outreach and dispute resolution.
7. Serve as a liaison between district administration and students, parents, employees, vendors, members of the community and representatives of any such individuals.

ANNOUNCEMENT OF VACANCY
OMBUDSMAN
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8. Upon request, serve as the Superintendent's representative before municipal, state and federal agencies to explain and interpret district policies and procedures and advocate for the interests of the district, its students and employees.
9. Upon request, serve as the Superintendent's representative in meetings with community organizations and other stakeholders.
10. Maintain a record of all complaints and requests for assistance received, and conduct an analysis of the nature and frequency of the communication.
11. Prepare accurate and timely statistical reports and narrative documentation of the findings.
12. Perform related duties as assigned.

REPORTS TO: STATE DISTRICT SUPERINTENDENT

SALARY EMPLOYMENT PERIOD AND UNION AFFILIATION

- | | | |
|----|--------------------|-------------------|
| 1. | Salary Range: | To be determined |
| 2. | Employment Period: | Twelve (12) Month |
| 3. | Union Affiliation: | Unaffiliated |

HOW TO APPLY

Newark Public Schools is only accepting electronic applications.

All Newark Public Schools employee **must** apply via the Employee Self Service online process. While logged into Employee Self Service, please make sure all of your contact information and credentials are current in the system.

If you are not currently employed by Newark Public Schools, please apply online at www.nps.k12.nj.us. If you do not have access to a computer, we welcome you to visit the Newark Public Schools Employment Kiosks located at 2 Cedar Street, on the 8th floor Human Resource Services reception area between the hours of 9 am and 5pm Monday through Friday. Help will be available.

OPENING DATE:

CLOSING DATE:

CODE:

**THE NEWARK PUBLIC SCHOOLS IS AN
EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER**