

# Market Range Detail - Ombudsman

## Effective Date

September 29, 2014

## Market Range Title Description

Positions in this market range title are responsible for providing highly responsible, professional and complex assistance to the industry and the public by planning, supervising and coordinating activities related to ensuring fair treatment and resolution of customer service and compliance disputes on behalf of the department to which the position is assigned.

Primary responsibilities include: serving as a liaison for the public to receive dispute information; developing a range of reasonable options and engaging in customer service intervention; identifying trends, issues and concerns about policies and procedures and providing recommendation for addressing them; acting as a source of information and referral while responding to customer questions and concerns while remaining an impartial member of the organization considering interests of all parties involved; monitoring the actions of the organization to made recommendations related to customer disputes and compliance issues; participating in the development and implementation of goals, policies and priorities; interpreting and applying codes, rules, regulations, laws, statutes and policies related to the activities of the department, industry and public; participating in the development of customer outreach programs. May supervise the work of professional and technical staff related to the activities of the program.

## Market Range

### Minimum Hourly Rate

\$30.57

### Midpoint / Hiring Maximum

\$37.46

### Maximum Hourly Rate

\$44.34

## Likely Minimum Qualifications

- Bachelor's degree in related field.
- Five years of related work experience.
- Other combinations of education and experience may be considered in substitution for the minimum qualifications

## Working Titles

- Air Quality Ombudsman
- Ombudsman

### Glossary:

**Market Range Title:** Broad grouping of related positions with like job responsibilities and qualifications. Market Range Titles typically include positions ranging from entry level to senior/lead level unless indicated otherwise.

**Effective date:** The date the salary range was implemented for use.

**Market Range Title Description:** Broad description of sample job duties and responsibilities of positions included in the Market Range Title. Each position included in a Market Range Title also has a job description that is specific to the department. Departments are responsible for writing and maintaining job descriptions for positions in their department. Employee Compensation is responsible for writing and maintaining Market Range Title Descriptions.

**Likely Minimum Qualifications:** Typical minimum qualifications for positions assigned to the Market Range Title. Because a broad group of jobs in different departments are included in a Market Range Title, minimum and preferred qualifications may vary slightly depending on the area of assignment.

**Market Range:** The minimum, midpoint, and maximum salary points for all positions included in the Market Range Title.

**Hiring Range:** The hiring range for all positions is ordinarily the minimum of the market range to the midpoint. The use of a different hiring range must be approved by Employee Compensation. Departments should use a hiring range that is within their funding capabilities and are required to comply with the County's Funded Position Policy ensuring that applicants are extended a rate that is supported by the department's budget.

**Working Title:** The specific title used by a department to identify a position within their organizational structure. Use of working titles is flexible and aimed to assist departments in identifying the unique functions and responsibilities of each position and is representative of the assigned Market Range Title. Ordinarily, supervisory and/or managerial titles should not be used for positions not assigned to a supervisory and/or manager Market Range Title.