Graduate Project Assistant Job Posting for Fall, 2016

Job Description:
The University Ombuds Office provides confidential, neutral and informal services to members of the campus community to assist in resolving university-related conflicts and concerns. The Ombuds Office operates independently and in accordance with the Code of Ethics and Standards of Practice of the International Ombudsman Association. The Ombuds Office Project Assistant is a GEO-benefited position with the following duties:

1. Meet one-on-one with visitors (primarily undergraduate students) to hear their concerns and help explore and weigh the range of options for resolution
2. Provide visitors with information about relevant University policies and procedures and offer referrals to appropriate campus resources
3. Make confidential inquiries on the visitor's behalf and collaborate with key campus departments to assist in the resolution of issues
4. Provide "conflict coaching" and assist visitors with resolving conflicts through informal mediation, facilitated conversations, and/or shuttle diplomacy.
5. Assist with marketing and outreach activities and facilitate Ombuds information sessions and conflict-resolution workshops
6. Assist in the maintenance of the Ombuds Office database and confidential records
7. Other duties as assigned

Required Experience:
1. Previous relevant experience in a higher education setting working with diverse populations
2. Demonstrated ability to multi-task and work independently
3. Superior listening skills, personal ethics, professional demeanor, and discretion
4. Excellent oral and written communication skills
5. Computer skills: MS Office, Access, PC troubleshooting

Preferred Experience:
1. Training in alternative dispute resolution, mediation, restorative practices, facilitation and/or conscious communication
2. Familiarity with UMass policies, systems and operations
3. Priority will be given to applicants whose field of graduate study bears some relation to the position description

NOTE: Candidates must be in good academic standing. Along with a resume, please include a brief cover letter specifying how your skills and experience relate to this position.

Hours: 10-20 hours/week
Stipend: $24.38 hourly
Term: one semester (with possibility of renewal) (9/03/2016 – 1/14/2017)

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