

ADMINISTRATIVE PROFESSIONAL POSITIONS MUST QUALIFY FOR ONE OF THE [EXEMPTION CRITERIA](#) SET FORTH IN RCW 41.06.070.

**ADMINISTRATIVE PROFESSIONAL
Benchmark Job Class
University Ombudsman/1201**

Function and General Scope

Positions assigned to this class are independently responsible for providing a prompt, impartial, confidential and informal means of facilitating dialogue and resolving disputes and differences between members of the WSU community prior to the point that a dispute reaches the formal grievance stage. Serving as a resource to individuals with concerns or questions; referring individuals to appropriate resources; conducting informal investigations with disputing parties and facilitating dialogue among disputants, or providing mediation as necessary; and works in conjunction with the Faculty Ombudsman.

Classification Requirements (Minimum Qualifications)

Positions require a Bachelor's degree and four (4) years of higher education experience. The Provost makes appointments to this position after soliciting nominations; incumbents must have a minimum of three (3) years of University experience and possess the necessary skills to resolve problems and mediate disputes. Additionally, incumbents must have broad knowledge of the University and available resources to provide appropriate referrals.