



OFFICE OF THE OMBUDSMAN

Congo Town Backroad, Montserrado County, Liberia
Cell# 0777-522-023 /0886-514-729 /0777-523-144
www.ombudsman.gov.lr



** Office of the Ombudsman - Job Announcement **

The Office of the Ombudsman seeks experienced, competent, and qualified Librarians to support its mission for the (**Intake Officer**) position. The roles involve supporting the office in its enforcement, investigation, monitoring, overseeing, and evaluating adherence to the Code of Conduct.

About Us:

The office of the Ombudsman is committed to fostering a fair and transparent environment for all its stakeholders. The Office plays a crucial role in addressing concerns, resolving conflicts, and ensuring that all voices are heard in the implementation of the Code of Conduct for Public Officials. We are seeking diligent and professional Liberians to join our team and to support the mission of the Ombudsman's Office. The person selected for this role will have the opportunity to contribute to a fair and transparent organizational culture; an inclusive and collaborative work environment; professional development and career growth opportunities, etc.

Job Title: Intake Officer

Location: Monrovia, with the possibility of travels around Liberia

Job Type: Full-Time

Reports To: Commissioner Enforcement

About Us:

The office of the Ombudsman is committed to fostering a fair and transparent environment for all its stakeholders. The Office plays a crucial role in addressing concerns, resolving conflicts, and ensuring that all voices are heard in the implementation of the Code of Conduct for Public Officials. We are seeking a diligent and empathetic Intake Officer to join our team and support the mission of the Ombudsman's Office. The person selected for this role will have the opportunity to contribute to a fair and transparent organizational culture; an inclusive and collaborative work environment; professional development and career growth opportunities, etc.

Job Summary:

The Intake Officer is responsible for receiving, documenting, and initially assessing complaints and inquiries brought to the Office of the Ombudsman. This role serves as the first point of contact for individuals seeking assistance, ensuring that all cases are handled with professionalism, confidentiality, and in a timely manner.

Key Responsibilities:

- Serve as the primary contact for individuals submitting complaints or inquiries, whether in person, by phone, email, or through online submission forms.

- Accurately document all relevant details of complaints and inquiries, ensuring comprehensive and organized records.
- Conduct initial assessments to determine the nature and urgency of the issues presented, identify whether they fall within the jurisdiction of the Ombudsman's Office, and send such a report to the supervisor.
- On instruction from a supervisor, refer cases to appropriate internal departments or external agencies when necessary, and coordinate follow-ups to ensure resolution.
- Provide information to complainants about the Ombudsman's processes, potential outcomes, and next steps.
- Ensure all communications and records are handled with the highest level of confidentiality and discretion.
- Maintain and update case management systems and databases accurately and promptly.
- Assist in preparing regular reports on intake trends, common issues, and case statuses for the Ombudsman and senior management.
- Assist in the preparation of informational materials and participate in outreach activities to raise awareness of the Ombudsman's services.
- Participate in in-service training and development to stay current with intake techniques, legal requirements, and organizational policies.

Qualifications:

- Bachelor's degree in social sciences, human resources, public administration, or a related field.
- Five years' experience in an intake, case management, or customer service role is highly desirable with a government or civil society organization.
- Excellent communication and interpersonal skills, with the ability to handle sensitive issues.
- Strong organizational skills and attention to detail.
- Ability to assess and triage complaints effectively and efficiently.
- Proficiency in using case management software and MS Office applications.
- Commitment to maintaining confidentiality.

Application Process

Interested candidates are invited to submit a cover letter, detailed resume, and at least three professional references to ombudsmanliberia@gmail.com by Friday, February 28, 2025, at 5:00 PM, with the desired positions' titles as the subject of the email.

The Office of the Ombudsman is an equal-opportunity employer. Qualified females are especially encouraged to apply.

Note that extensive ethics checks will be carried out on all successful candidates.
