



OFFICE OF THE OMBUDSMAN

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** Office of the Ombudsman - Job Announcement **

The Office of the Ombudsman seeks experienced, competent, and qualified Librarians to support its mission for the (**Investigator**) 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: Investigator

Location: Monrovia, with the possibility of travels around Liberia

Job Type: Full-Time

Reports To: Commissioner on Compliance

Job Summary:

The Investigator is responsible for conducting thorough and impartial investigations into complaints and concerns brought to the Office of the Ombudsman. This role involves gathering evidence, interviewing relevant parties, and preparing detailed reports to support fair and equitable resolutions.

Key Responsibilities:

- Conduct comprehensive investigations into complaints and issues raised, ensuring all relevant facts are collected and analyzed.
- Gather documentary evidence, conduct interviews with complainants, witnesses, and other relevant parties, and compile accurate and detailed investigative case files.
- Analyze information and evidence to determine the validity of complaints and identify potential resolutions.
- Prepare clear, concise, and well-documented investigation reports, including findings, conclusions, and recommendations ensuring compliance with the Code of Conduct for Public Officials.
- Maintain the highest level of confidentiality and integrity in handling sensitive information and case details.

- Ensure investigations are conducted per established protocols, legal requirements, and best practices.
- Work closely with the Ombudspersons, Intake Officers, and other stakeholders to ensure a coordinated and effective response to complaints.
- Participate in in-service training and development to stay current with investigative techniques, legal requirements, and organizational policies.

Qualifications:

- Bachelor's degree in law, criminal justice, public administration, or a related field. An advanced degree is an asset.
- Certification or formal training in investigative techniques or related areas is an asset.
- A minimum of five years of experience in conducting investigations.
- Strong understanding of investigative processes, legal requirements, and ethical standards.
- Excellent analytical and critical thinking skills.
- Exceptional written and verbal communication skills.
- Proficiency in using investigative tools, software, and MS Office or similar applications.

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.