

Position Title:	Ombudsman	
Grade and Salary (P/L):	Salary: 50, 000.00 per annum	
Location:	Kwajalein Atoll (USA-Garrison Kwajalein Atoll)	
Reports to:	Joint Labor Relations Board	

Purpose of the Office: The Ombudsman’s Office is a service to help RMI citizens working at USAG-KA and will collaborate with the RMI Liaison Office/RMI Representative to USAG-KA and the Joint Labor Relations Board with respect to grievances of RMI citizens working at the USAGKA. It is a resource for help, guidance and information. All contact and communication with the Office are held in strict confidence, therefore, all communication from the Office regarding the trends or patterns of office use are done in aggregate – no revealing personal, demographic, departmental, or other information goes beyond the Office.

Key Responsibilities:

- Provide advice and action recommendations to the Joint Labor Relations Board (JLRB) established pursuant to the Article VIII of the Military Use and Operating Rights Agreement (MUORA) on all matters concerning Marshallese workers to include wages and other terms and conditions of employment which would affect the Marshallese workforce (“RMI employees”) at USAG-KA.
- Work with Marshallese workforce at USAG-KA to resolve any employment problems or issues. Further, with the consent of the individual RMI employee requesting assistance, the Ombudsman may assist the employee and work with the USAG-KA employers in an effort to resolve the employee problem or issue within the construct of any dispute resolution process established by the employer.
- Maintain the utmost discretion in the collection and dissemination of information that is personal in nature and protect the privacy interests of individual RMI workers and/or their family members.
- On a monthly basis, educate incoming Marshallese employees regarding RMI employee benefit policies, rules, and regulations as they relate to their employment with U.S. contractors. Assist in providing refresher training to Marshallese employees as needed. Coordinate these activities with the USAG-KA Human Resources Contractors and the USAG-KA Directorate of Host Nation Activities.
- Explain administrative bar actions and assist workers in drafting rebuttal letters to proposed bar actions, when appropriate. Deliver and ensure receipt of all USAG- KA administrative action in a timely manner. Consult with employees and former employees seeking to appeal administrative actions.
- While the primary role of the Ombudsman is to provide advice and recommendations to the Joint Labor Relations Board (JLRB), the Ombudsman shall also establish mechanisms to consult with and identify employment problems or issues faced by Marshallese workers. These mechanisms may include regular engagement with both employees and employers on USAG-KA, as well as gathering and analyzing relevant data or reports.
- The Ombudsman shall utilize this information to develop informed recommendations or

advice to the JLRB, ensuring that the concerns of Marshallese workers are accurately represented and addressed.

- Responsible for assisting in the production of the annual report as mandated under Article VIII, Section 1(b) of the MUORA.

Main Duties and Responsibilities:

- Maintain accurate and timely records of inquiries, complaints, and resolutions while ensuring confidentiality.
- Ensure the Marshallese workers, residents and community members receive appropriate support from the employers.
- Advocating for Marshallese workers during investigation and reporting.
- Providing suggestions to the Employers for improved operations, procedures and activities with the affected local workers.
- Providing training and guidance to Marshallese/Local workers and community members regarding complaints or issues to foster safe and healthy environment
- Facilitate discussions between parties to promote understanding and resolution of issues
- Preparing annual operation costs of the Office.
- Other duties as assigned.

Essential Qualification and Experience:

- Bachelor's Degree in relevant fields such as Human Resources, Psychology, Social Work, and/or any equivalent combination of trainings and at least 2-3 years' experience in a decision-making role, preferably in dispute resolution, complaints handling or regulatory environment. Experience of working in an ombudsman environment would be preferential.
- Have knowledge of mediation and reconciliation processes.
- Have good working knowledge of Microsoft Word, Excel, Outlook, Sharepoint, PowerPoint, and Zoom with the ability to learn new systems and processes as required.
- Must be fluent in the Marshallese and English languages.
- Must have good writing skills in both Marshallese and English languages and experience in writing reports.

Soft Skills and Cultural Fit:

- Strong interpersonal skills with the ability to build trust and rapport with diverse stakeholders

- Ability to work at pace in a self-directed environment, to deliver work to a consistently high standard.
- Ability to navigate sensitive situations with discretion and professionalism
- Proactive approach to problem-solving and conflict resolution
- Commitment to ethical practices and upholding the integrity of the Ombudsman's office

TO APPLY:

To apply, submit a letter of interest describing interest and a CV to Point of Contact:

Assistant Secretary Obet Kilon, Ministry of Foreign Affairs – email: obetskilon@gmail.com.

For further information, please also email POC.