



JOB TITLE:	Ombudsman, Legislative Assistant	PAY GRADE:	
DEPARTMENT:	City Manager	POSITION CODE:	XXXX
REPORTS TO:	City Commission / City Manager	UNION STATUS:	Non-Bargaining
FLSA STATUS:	Exempt		

JOB SUMMARY:

Serves as a neutral, impartial resource to assist residents, businesses, and stakeholders in navigating concerns related to the Community Sustainability Department for the City of Lake Worth Beach. Work involves ensuring that inquiries, complaints, and concerns are addressed in a timely manner, and that policies and procedures are clearly explained to the public. Maintains official records, provides administrative support to department employees, and assists in the administration of the standard operating policies and procedures of the City Manager/Executive Department This role works on behalf of the City Commission to promote transparency, accountability, and effective communication, while helping resolve issues fairly, impartially, effectively, timely and efficiently.

Work is performed under limited supervision with latitude in the use of initiative and independent judgment. Position seeks technical guidance only on unusual or complex problems or issues.

ESSENTIAL FUNCTIONS:

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is illustrative only and is not a comprehensive listing of all functions and tasks performed by incumbents of this class. Specific duties and responsibilities may vary depending on department or program needs without changing the general nature and scope of the job or level of responsibility. Employees may also perform related work as required.

OMBUDSMAN:

- Acts as a liaison between the public, the City Commission, and the Community Sustainability Department and its Divisions to facilitate communication and problem-solving
- Receives, investigates, and responds to complaints, concerns, and requests for information regarding building permits, site inspections, city code requirements, business license applications, code compliance cases, and related services
- Provides impartial guidance to residents, businesses, contractors, and developers about City processes, regulations, and appeal rights
- Work with Community Sustainability Department and Division leadership to identify and resolve systemic issues or recurring concerns
- Tracks and monitors the status of inquiries to ensure timely resolution
- Recommends improvements to policies, procedures, and service delivery to the City Commission based on observed trends and issues
- Prepares reports, summaries, and presentations for the City Commission regarding case activity, emerging issues, and recommendations

**OMBUDSMAN, LEGISLATIVE ASSISTANT
JOB DESCRIPTION**



- Conducts community outreach to improve public understanding of building and permitting processes, code compliance regulations, business license regulations, landscaping regulations, minimum property standards, minimum housing code standards, and planning, zoning and preservation standards/regulations
- Welcomes new businesses to the City
- Makes policy and procedural recommendations
- Upholds confidentiality, neutrality, and fairness in all interactions
- The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function of work does not preclude management from assigning duties not listed herein if such functions are a logical assignment in relation to the position.

LEGISLATIVE ASSISTANT:

- Researches, analyzes, and summarizes policies, ordinances, and regulations related to building, permitting, inspections, code compliance, business licenses, planning, zoning, historic preservation, landscaping, economic development and other related City requirements and regulations for the Commission
- Drafts correspondence, reports, memoranda, talking points, and presentations for commissioners related to Community Sustainability Department matters
- Coordinates with Community Sustainability Department staff to track constituent concerns, service requests, and project statuses
- Assists in drafting proposed ordinances, resolutions or policy amendments related to permitting, inspections, code compliance, business licenses, planning, zoning, historic preservation, landscaping, economic development, and other city related services
- Monitors Community Sustainability Department initiatives, policies, and performance metrics and brief commissioners as needed
- Attends meetings, hearings, and community forums on behalf of commissioners to gather input and represent commission perspectives
- Identifies recurring issues or systemic concerns within the Community Sustainability and provides recommendations for improvement
- Supports commissioners in preparing for legislative sessions, committee meetings, and community events
- Maintains records, case files, and tracking systems for constituent concerns and legislative actions
- The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function of work does not preclude management from assigning duties not listed herein if such functions are a logical assignment in relation to the position.

SUPERVISION:

- None

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JOB DESCRIPTION**



MINIMUM QUALIFICATIONS:

1. Bachelor’s degree in public administration, urban planning, law, business or a related field and five (5) years of professional experience in public administration, dispute resolution, building/construction regulation; experience working with municipal or government operations preferred; master’s degree in a related field and three (3) years of experience is preferred;
2. **OR** associate degree in public administration, urban planning, law, business or a related field and seven (7) years of increasingly responsible experience as listed above;
3. **OR** high school diploma or GED and nine (9) years of increasingly responsible experience as listed above;
4. **OR** a combination of experience, certification, education and training that demonstrates expertise in the related areas.

CERTIFICATIONS:

- Must have, or be able to obtain, a Florida Notary Public Certification

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of municipal government functions, particularly building, permitting, inspections, zoning, planning, landscape, historic preservation, business license and code compliance processes
- Knowledge of department policies and procedures for the preparation, production and maintenance of reports, documentation and records
- Skill in the use of Microsoft Office products (Word, Outlook, and Excel) and applicable department and organization specific software and to learn and become proficient in the use of other specialized software as may be required
- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions and approaches to problems
- Skill in adapting to a changing work environment, competing demands and ability to deal with frequent changes, delays or unexpected events
- Skills in mediation, consensus building and listening
- Skills in de-escalation of emotional or confrontational situations
- Skills, appreciation, awareness and understanding of excellent customer service experiences
- Ability to solve problems and identify solutions
- Ability to remain neutral and objective while building trust with diverse stakeholders
- Ability to handle sensitive and confidential information appropriately
- Ability to clearly communicate and understand information in English, orally and in writing
- Ability to manage multiple priorities to ensure that deadlines are met
- Ability to use reasoning skills that minimize duplication of efforts, including comparing, classifying, analyzing and coordinating
- Ability to correctly interpret and efficiently implement all applicable policies and procedures
- Ability to handle difficult and stressful situations with professional composure, diffuse potentially confrontational situations and resolve disputes

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**OMBUDSMAN, LEGISLATIVE ASSISTANT
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- Ability to establish and maintain effective working relationships with those interacted with during work regardless of race, color, religious creed, national origin, ancestry, sex, sexual orientation, gender identity, age, genetic information, disability, political affiliation, military service or diverse cultural and linguistic backgrounds
- Ability to regularly attend work and arrive punctually for designated work schedule

PHYSICAL REQUIREMENTS:

Depending on functional area of assignment, tasks involve the ability to exert light physical effort in sedentary to light work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). Tasks may involve extended periods of time at a keyboard or workstation and extended periods of time standing and/or walking.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed inside without potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.

SENSORY REQUIREMENTS:

Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors. Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally and in writing.

All full-time employees are considered critical in response to emergency situations and may be deemed essential as needed depending on the situation.

Employees in this position will be required to complete the FEMA Incident Command System (ICS) Certification Levels 100, 200, 700 and 800 within the first six months of employment. Certain positions may be required to attain additional ICS training as needed.

The job description does not constitute an employment agreement between the City of Lake Worth Beach and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

The City of Lake Worth Beach is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, this organization provides

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reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Applicants for positions with the City of Lake Worth Beach should know and be aware of the following:

Applicants for employment who become candidates for available employment positions should note employment is contingent upon satisfactory completion of all reference checks and pre-employment physical satisfaction. Upon request, information on the nature and scope of an inquiry will be provided under FS 119.

Furthermore, some of the job classifications within the City of Lake Worth Beach workforce are covered by Collective Bargaining Agreements with a union. Consistent with Chapter 447 of the Florida Statutes, a bargaining unit employee has the right to join or not join the union. However, the Union is not obligated to represent a non-member.

I have read and understand this job description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

Employee Name (print)

Supervisor's Name (print)

Employee Signature

Supervisor's Signature

Date

Date

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