REIMBURSABLE DETAIL
Center for Tobacco Products

The Center for Tobacco Products (CTP), Office of the Center Director (OCD) is offering a Detail opportunity for an Associate Ombudsman, GS 0301-12/13. Applicants and current employees at the GS-12 and GS-13 level are encouraged to apply. The Detail is available immediately for a period of 120 days. PHS Commissioned Corps Officers may apply. A temporary promotion may be considered.

Bargaining Unit Status: **Non-Bargaining** Unit Position

Position: Associate Ombudsman

Office Location: FDA
Center for Tobacco Products
10903 New Hampshire Ave.
Silver Spring, MD 20993

Opening Date: **October 31, 2018**
Closing Date: **November 14, 2018**

Area of Consideration: **FDA-Wide**

The Center for Tobacco Products, OCD offers a fast-paced, dynamic environment and an opportunity to work with dedicated, energetic people who want to make a difference to improve public health. The position is ideal for someone who wishes to play a critical role in the organization and would enjoy the challenge of handling a variety of fast-paced and high-impact assignments.

Duties Include:

The incumbent serves as an Associate Ombudsman, in OCD, and is responsible for reviewing complaints from outside FDA and to facilitate the resolution of disputes between CTP and the tobacco industry and other interested external parties.

The incumbent performs a number of duties as described in the following:

- The Associate Ombudsman performs a variety of substantive activities such as receiving, triaging and investigating complaints, disagreements and disputes. These contacts may reference decisions rendered between CTP, the tobacco industry and other interested stakeholders. The activities provide information and support to the supervisor pursuant to complaint investigation.
- Maintain neutrality and confidentiality in each case and serves as an advocate for timely responses, fair processes and transparency.

- Offer general information to callers on applicable Agency/Center policies, processes and procedures; exercising diplomacy, reason and persuasion to establish a meditative and conciliatory atmosphere. On behalf of supervisor, conduct information-gathering, data collection and fact- finding across organizational lines, affected persons and groups both within and outside FDA.
- Analyze and evaluate information data and facts, developing case histories and maintain a longitudinal database of case histories and reports; negotiate with involved parties in an attempt to resolve disagreements expeditiously and at the lowest feasible administrative level; while referring complex disagreements to the Ombudsman as appropriate.
- Provide training and advice to CTP employees regarding internal scientific dispute resolution between them and their supervisors and managers. Track and monitor these disputes to ensure compliance with established procedures.
- Represents the supervisor and Ombudsman's Office in discussions, meetings, and conferences related to matters of disagreement with CTP scientific decisions on tobacco-related products.
- Performs special assignments and projects on behalf of the supervisor.
- Performs others duties as assigned.

Desired Knowledge and Skills:

- Knowledge of laws, regulations, court cases, prior agency actions, policy statements, guidance documents and other precedential material in CTP subject areas. Knowledge of other laws and regulations enforced by FDA.
- Knowledge of Agency programs, functions and organization structures.
- Ability to interpret, analyze, explain and distinguish statutes, regulations, judicial decisions, policy documents, and other relevant documents.
- Demonstrated skill in dealing effectively with members of the regulated industry and their representatives, and in analyzing and presenting highly sensitive, controversial, complex issues.
- Ability to accomplish work through others at all necessary levels within the Center and Agency, the regulated industry, and other organizations, both national and international, impacted by the Agency to achieve appropriate and timely support and to reconcile divergent viewpoints.
- Ability to communicate effectively orally and in writing, analyze and present on highly sensitive, controversial and complex topics.
- Excellent organizational and project management skills.
- Possess strong collaboration skills.

Application Procedure:

Supervisory concurrence should be obtained before you apply to this Detail. The Detail opportunity is open to all qualified candidates at the GS-12/13 grade level or Commissioned Corps Officers (O3/O4).

Interested applicants should submit a copy of their resume, most recent copy of SF-50, and statement of interest via email to:

Rebecca Martin
Program Analyst
Office of Management, Center for Tobacco Products, FDA
Rebecca.Martin@fda.hhs.gov

Detail is reimbursable.
Travel Expenses will not be paid.

Candidates must express interest by November 14, 2018.
***This is not an official vacancy announcement under the Merit Promotion System**