



# COALITION OF FEDERAL OMBUDSMAN

## EXECUTIVE COMMITTEE MEMBERS

Term: February 11, 2016 – February 11, 2018

### Chair

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### Vice Chairs

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### Coordinator

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*The principal interagency forum that provides collaboration, advice, and guidance on professional Ombuds standards, skills development, program development, and effectiveness. The Coalition works as an integrated team to increase the professionalism and effectiveness of Ombuds serving United States government agencies by sharing experiences, ideas, policies, standards, best practices, and innovative approaches to providing world-class Ombudsman services.*

## CHAIR

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**William (Bill) Maurer, M.P.A. CO-OP®**, is an Associate Ombudsman at the United States Department of Energy (DOE) and is recognized for improving organizations in the public, private, nonprofit, and international sectors. His interventions with individuals and groups drive results including improved efficiencies and job performance, enhanced organizational learning and leadership, increased employee engagement and decreased fear of reprisal. He is a recipient of the Secretary's Achievement Award for the outstanding contributions the DOE Ombudsman Team has had throughout the

Department. Prior to his position with DOE, Bill provided organizational development, equal employment opportunity, and alternative dispute resolution services at the U.S. Department of Housing and Urban Development. Bill co-designed, organized, and served as a national trainer on a Secretary's initiative to address performance deficiencies. He also facilitated a coast-to-coast project meeting supporting the Departmental strategic plan to transform the way it does business. He also served as a mediator and an EEO Counselor at the United States National Park Service. In addition, Bill served as a Shared Neutral (mediator and facilitator) for four Federal Government conflict resolution programs. For six years Bill presided as Vice President on the Board of Directors for Cape Mediation, a private non-profit community mediation center located in Cape Cod, Massachusetts. He served as a subject matter expert in the development of a text book in organizational learning for the University of Warsaw, Poland. Bill also held positions in the health care industry and in the field of educational reform. He served two years as a Peace Corps Volunteer in Nepal.

Bill has a Master's Degree in Public Administration from George Washington University and a Bachelor's Degree from the University of Massachusetts. Bill is a Certified Organizational Ombudsman Practitioner (CO-OP®) and a certified Executive Leadership Coach.

## VICE CHAIR

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**Paul Sotoudeh** is the Chief Ombudsman at the United States Patent and Trademark Office (USPTO). Prior to joining USPTO in January 2017, Paul served three years as an Associate Ombudsman at the Consumer Financial Protection Bureau (CFPB) Ombudsman's Office, six years as a Senior Assistant Ombudsman for the Transportation Security Administration (TSA) and 3 ½ years as a Freedom of Information Act (FOIA) Specialist and acting FOIA Operations Manager in the TSA FOIA Office. Additionally, Paul served as the president of the Screaming Eagles, an approximately 1200-member

501(c) (4) organization, from 2007-2011, and has been a member of its board of directors since 2003. Paul has received ombudsman training from the U.S. Ombudsman Association and International Ombudsman Association as well as mediation training from the Justice Center of Atlanta and the Northern Virginia Mediation Service. He earned his B.A. in Political Science from the University of Rochester and his J.D. from the Washington & Lee University School of Law.

## SECRETARIES

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**Riley Barrar, M.S.** is an Associate Ombudsman at the Consumer Financial Protection Bureau where she works to provide an independent, impartial, and confidential resource to informally assist consumers, banks, and nonbanks in resolving issues with the CFPB. She is a trained mediator, facilitator, and conflict coach as well as an active interagency community member and Franklin Award Winner. Riley currently serves as Co-Secretary of the Coalition of Federal Ombudsman and formerly served as the Co-Chair of the Federal Conflict Coaching Group from 2013 - 2016. Prior to joining the CFPB, Riley was as an Associate Ombudsman at the Department of State in the Office of the Ombudsman and an ADR Program Specialist at the Air Force Office of the General Counsel, Dispute Resolution Division, where she worked as a workplace program manager, mediator, and conflict resolution trainer. She received the Air Force Exemplary Civilian Service Award for her service. Riley holds a Master's of Science degree in Conflict Analysis and Resolution from George Mason University where she focused her studies in Narrative Conflict Resolution. She received her bachelor's degree in Communication Studies and Justice Studies from James Madison University with a concentration in Conflict Analysis and Intervention.



**Sara Roberts, M.S.** joined Transportation Security Administration (TSA) in 2002 as a Supervisor Transportation Security Officer on the Mobil Screening Force and helped to federalize five airports. She's held several other positions in TSA to include Integrated Conflict Management Systems Program Manager where she began her alternative dispute resolution training. In 2014 Sara joined the Ombudsman's Office as a facilitator, trained mediator and alternative dispute resolution practitioner. Sara holds a master's of science in leadership and organizational change and a bachelor's degree in Marketing with a certificate in Psychology from Northern Kentucky University. Additionally, Sara is working towards becoming a certified conflict coach.

## COORDINATOR

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**Guy Weber, M.A., CO-OP<sup>®</sup>** assumed the role of Associate Ombudsman for the National Geospatial-Intelligence Agency (NGA) on February 10, 2014. As an Ombudsman, Mr. Weber provides informal and confidential conflict resolution processes to address workplace concerns, acting not as an advocate, but as an independent and neutral third party. Internal employees and external consumers of NGA products, including civilians, military members, and contractors, may bring forward concerns related to the agency's mission, policies, and practices. Mr. Weber collaborates with personnel throughout the Department of Defense, Intelligence Community, and other Federal agencies as needed to address issues of common concern that transcend organizational boundaries.

Prior to joining the NGA community, Mr. Weber served as a Senior Assistant Ombudsman (2011-2014) at the Transportation Security Administration (TSA) where he assisted employees with internal workplace concerns and public stakeholders, including the traveling public, with issues and concerns they had with the TSA. Mr. Weber served as a program director at Rutgers University (2009-2010) where he incorporated alternative dispute resolution skills, team building, and collaborative skill building into programs for youth and adult leaders. Mr. Weber has facilitated groups in Conflict Resolution Training and Mediation at Teachers College, the United Nations, and public schools in New York City.

Mr. Weber earned a Bachelor of Arts in Political Science from Rutgers University and a Masters of Arts from Teachers College Columbia University in Social-Organizational Psychology. Mr. Weber has a Certificate in Conflict Resolution from the International Center for Collaboration and Conflict Resolution at Teachers College. Mr. Weber is an active participant in the Coalition of Federal Ombudsman, currently serving on the executive committee as the Coordinator, and the International Association of Ombudsman (IOA), currently serving as the Chair of the CO-OP<sup>®</sup> Communication Committee and is credentialed as an IOA Certified Organizational Ombudsman Practitioner<sup>®</sup>.