Carol Jones serves as Coast Guard Ombudsman at Large, providing a relevant voice to ADM Linda Fagan, the 27th Commandant of the Coast Guard, on issues that affect our members and their families. She often travels alongside both her spouse, the 14th Master Chief Petty Officer of the Coast Guard, MCPOCG Heath Jones, as well as ADM Fagan, to meet with families and members to expand awareness of available resources and learn the challenges and opportunities they face.

Carol has been a Coast Guard spouse since 1996. She has a background in hotel, restaurant, and tourism management, as well as elementary education. She taught general and special education for over 10 years. She currently works as the client solutions manager for National Plant and Floral, a national company that supplies plant and floral design for large conventions and corporate events. Carol describes herself as the “jack of all trades and the master of none” because she has done so many different jobs during Heath’s Coast Guard career. Heath and Carol have two beautiful, grown children. Carol is passionate about finding solutions to the challenges facing our Coast Guard families, specifically employment, education, licensing, and childcare accessibility issues. The balance of work and home are extremely important in her home, and she looks for ways to help other Coast Guard families find that balance as well.