



Dispute Resolution Center OF THURSTON COUNTY

Mediation Manager

Job Description

The Dispute Resolution Center empowers people to resolve their disputes by providing direct conflict resolution services and training community members in those skills. We envision a South Sound community that has and uses healthy and respectful conflict resolution skills. We value personal empowerment, integrity, respect, collaboration, civility, and trust.

Our story in Thurston County began in 1990 with the simple notion that residents can settle their own disputes and learn effective communication skills with the help of other residents who have learned practical, teachable and highly effective skills as neutral facilitators. The Dispute Resolution Center of Thurston County is one of 21 DRCs serving the citizens of Washington State.

RESPONSIBILITY

Maintain community-oriented mediation and conciliation services with a commitment to relationship management among a vibrant community of mediators, phone conciliators, other volunteer staff and paid staff.

DUTIES

PHONE INTAKE & CONCILIATION MANAGEMENT

Ensure timely, respectful, and effective service delivery in call management, including training and supervising phone conciliators, maintaining adherence to policies and procedures, developing anew as needed, as well as serving as a role model in phone intake and service provision.

CASE MANAGEMENT

Maintain efficient and effective 'best practice'-based mediation case management, including client record-keeping (both paper and electronic database elements), session booking, mediator assignment, client and volunteer notification, billing, mediator de-brief and coaching, site maintenance, as well as program assessment and reporting.

DESIRED EXPERIENCE

- Training and experience in client-focused case management, conciliation, and/or mediation; &
- Five years' experience working in positions of increasing responsibility with public or non-profit organizations, the legal community, or within an educational environment.

SKILLS AND ABILITIES

- Excellent attention to detail, organization, time management, and follow-through;
- Effective verbal and written communication skills;
- Demonstrated understanding and practice of conflict resolution skills, including maintaining the role of a neutral third party;
- Commitment to maintaining confidentiality of privileged information;
- Demonstrated effective teaching / training / coaching abilities;
- Ability to work a flexible work schedule including some weekend and evening work;
- Computer literacy, with demonstrated proficiency in database management and the Microsoft Office suite; &
- Ability to drive, lift a minimum of 30 pounds, and climb one flight of stairs.

CONDITIONS OF EMPLOYMENT

This is a part-time, 30 hours per week, exempt position, with the possibility of moving to full-time upon demonstrated program growth. The annual salary range at ¾ time is \$24,960-31,200, depending upon experience. Benefits offered include 75% premium coverage for medical and dental insurance, holidays, personal leave (vacation and sick leave), and agency match contributions into a 403 (b) retirement account up to 3% of the position's pre-tax salary. The daily work schedule is arranged with the Executive Director. The Dispute Resolution Center is an Equal Opportunity Employer.

APPLICATION PROCESS

Submit cover letter, resume and three references to:

Dispute Resolution Center of Thurston County
Attn: Jody Suhrbier, Executive Director
PO Box 6184
Olympia, WA 98507

Complete, electronic applications will also be accepted at info@mediatethurston.org.
Incomplete applications will not be reviewed.

Application review will begin June 5th, with a target position start date not later than July 15, 2017.

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