

---

## Mediation Services Assistant

**Reports to:** Mediation Services Coordinator

**General Information:** The Center for Dialog & Resolution (CDR) is an independent non-profit 501(c)(3), mediation service provider, training center and consulting service in downtown Tacoma, Washington. We believe that collaboration and consensus building are often preferable to group dysfunction, grievance processes or eventual litigation as methods of resolving conflicts. This belief drives our commitment to making affordable mediation, settlement conference, training and consulting services available to our community.

**General Job Description:** Provide case management support for all mediation services at CDR. Duties include working with confidential and highly sensitive information, often with legal ramifications. Maintain a personable, welcoming, and professional climate for staff, volunteers and clients by being a positive role model and leader in the delivery of services. Work is performed with considerable latitude for independent judgment.

### Primary Responsibilities Include:

- Prepare general correspondence with clients, volunteer mediators, and attorneys;
- Assist in mediation services case intake tasks – from initial opening through closing;
- Assist in case management by maintaining records and database;
- Create a calm and welcoming environment for CDR clients and volunteers;
- Provide backup support to front office staff;
- Assists in hosting clients, attorneys, and volunteers;
- Assists in overall clerical, data management, and other duties for the good of the center.

### Performance Expectations

- Explain mediation services with clarity;
- Use effective, diplomatic, and empathetic communication skills in working with clients, volunteers, attorneys and staff;
- Follows CDR Staff Code of Conduct;
- Accurate, timely, and effective in responsibilities as assigned;
- Work with Coordinator(s) to improve service delivery and administrative efficiencies;
- Track monthly departmental progress towards achieving CDR annual goals;
- Contribute to the smooth and hospitable operations of CDR;
- Willing and able to learn new skills, mediation concepts, and software programs;
- Complete 40-hour Mediation Training and Certification within 1-year of hire;
- Work collaboratively with staff;
- Be a positive and contributing team member in all activities of CDR;



## Mediation Services Assistant, continued

---

### Qualifications:

- AA degree or extended experience in a similar position;
- Capable of explaining the mediation process with clarity;
- Ability to perform administrative office practices;
- Able to track daily financial data;
- Proficient in Microsoft Office programs, data base management and capable of learning new software;
- Possess efficient and effective communication skills;
- Able to provide friendly customer service while maintaining tact, courtesy and a professional demeanor with people in conflict;
- Possess accurate and efficient filing and typing skills;
- Organized, attention to details with excellent follow-through;
- Ability to work effectively as part of a small, collaborative team;
- Capable of leading projects from start to finish;
- Open to working a flexible schedule, which may include occasional weekends and evenings.

### HIRING INFO :

- 32-40 hours per week
- \$15-17/hr DOE
- Medical, Dental, and Retirement Benefits

**ADDITIONAL APPLICATION REQUIREMENTS: *IMPORTANT!*** In order for your application to be accepted, you **MUST** provide everything noted below:

1. Provide responses to ALL of the following:
  - a. Why are you applying for this position?
  - b. Why do you feel you are the best candidate?
  - c. Why do you want to work at a non-profit in the field of conflict resolution?
2. Provide a current resume
3. If emailing your application, subject line must state "Applicant for CDR Mediation Services Assistant" and nothing else.

All applicants, please apply via Indeed (<http://www.indeed.com/>), -OR- email [ExecAssist@CenterForResolution.org](mailto:ExecAssist@CenterForResolution.org)

No phone calls.

No walk-ins.