

Central Texas Dispute Resolution Center
829 N. LBJ San Marcos, TX 78666
Job Description and Summary of Job Responsibilities

Mediator Coordinator (Part-Time)

REPORTS TO: Executive Director

JOB TITLE: Mediator Coordinator

SALARY: \$11.00-\$13.00 per hour (depending on experience)

POSITION INFORMATION: 20 Hour Work Week (min), Background Check

Work Location: San Marcos, TX

OPEN ANNOUNCEMENT: Open until filled

REQUIRED EDUCATION AND SKILLS

High School Graduate

Proficiency in Microsoft Office, Excel, Outlook and PowerPoint
Verbal and Written Communication skills.

Strong interpersonal and organizational skills

Ability to prioritize and work independently

Willingness to learn and work any other duties assigned

PERFERRED SKILLS

Some college

Prefer bilingual English/Spanish

Quick Books Competent

RESPONSIBILITIES AND DUTIES:

- Answer all incoming telephone calls and greet walk-in Clients;
- Clarify issues presented by the caller or walk-in client;
- Provide the client with information about mediation and other conflict resolution services offered by the CTDRRC, if appropriate, emphasizing the benefits of mediation;
- When appropriate, encourage the client to utilize the mediation services provided by the CTDRRC as a means of resolving the problem or dispute. Offer information about other possible resources for resolution of the problem, including agency names, phone numbers and websites;
- Provide the caller with information about the CTDRRC's hours of operation, directions, parking information, etc.;
- Offer information about other appropriate service providers, even if mediation is an option; and

- If mediation is appropriate, initiate case intake.

Case Intake and Management

- Conduct intake interviews to retrieve basic information and screen for services. Use Pre-Intake form;
- Distribute to clients intake forms via email, fax and/or mail;
- Coordinate, as necessary, with mediating parties to schedule mediations, follow-up with phone calls and/or emails;
- Create correspondence to offer mediation services and confirmation of scheduled mediation; and
- Contact parties to remind of mediation a day prior to mediation.

Mediation Support

- Prepare documents for mediation;
- Provide office support during mediations; and
- Mediate cases as assigned.

Recordkeeping

- Document all calls from clients inquiring about program services in the telephone log;
- Enter case information in the CTDR Case database;
- Follow-up with open cases in the CTDR case database to keep records up to date;
- Discuss with Exec Director all potential case closures; and
- Prepare monthly, periodic, and annual reports as assigned.

CTDR Training

- Help coordinate and administer CTDR trainings, courses and presentations; and
- Help coordinate CTDR's schedule of training sessions and mediations.

Other Tasks

- Assist the Executive Director in all tasks required to maintain the CTDR and its operations;
- Conduct research on topics as defined by the Executive Director;
- Willingness to work with CTDR interns and volunteers;
- Staff the office in absence of Executive Director;

- In conjunction with and in the absence of Exec Director, willingness to work with CTDR Board of Directors and Board President.

To apply go to centexdrc.org click on job opportunities.