

CIVIL MEDIATION COORDINATOR

Effective: July 1, 2011

Oakland Mediation Center, a non-profit volunteer based organization, is seeking a full-time Civil Mediation Coordinator to coordinate mediations at the Bloomfield Hills office.* OMC was established to offer mediation as an alternative to the traditional adversarial dispute resolution in the courts. Unlike the adversarial nature of litigation, mediation involves mutual problem solving, where the parties generate options they believe would best resolve the conflict.

JOB SUMMARY

The Civil Mediation Coordinator is responsible for conducting intake, scheduling mediation, assigning mediators to cases and coaching mediators. The Civil Mediation Coordinator must be experienced with mediation concepts, practices, and procedures. This job requires working individually and in teams with others within and outside the mediation department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greets persons entering establishment, determines nature and purpose of visit, and directs or escorts them to specific destinations.
- Performs intake of cases referred to determine the appropriateness of a case, explain the mediation process and fee structure to callers. Develops cases and keeps parties and their representatives aware of the status of their case at all times. Refers inquiries to other community resources when referrals are not appropriate for mediation.
- Schedules mediations in a timely manner and assigns appropriately trained mediators to case. Confirms the scheduled mediation session with the parties and mediators.
- Prepares the appropriate mediation forms prior to the scheduled mediation session and types mediation agreements. Reviews mediation forms for accuracy upon completion of the mediation session. Reports the disposition of the case to the appropriate referral source in a timely manner.
- Mentors mediators on the facilitative mediation model. Debriefs with mediators upon completion of mediation session.
- Inputs, tracks and updates volunteer contact information and mediation hours using the case management software.
- Collects accounts receivable and payments prior to the scheduled mediation session and invoices accordingly.
- Serve as back-up in the district court mediation program on an as needed basis.

SKILLS

- Ability to multi-task in a fast-paced working environment
- Facilitative mediation training and experience
- Ability to coach others in facilitative mediation skills and techniques
- Excellent oral, written and customer service skills
- Ability to work independently
- Interest in working with volunteers
- Detail oriented
- Self-motivated
- Excellent computer skills (Microsoft Word, Excel & Access)

QUALIFICATIONS

- Completed the SCAO approved 40-hour Civil Mediator Training
- 40 hours of mediation experience

Salary: \$27,300 plus benefits

Please send cover letter & resume to:

Camelia Ureche, General Manager
Oakland Mediation Center
550 Hulet Drive, Suite 102
Bloomfield Hills, MI 48302
Fax: (248) 338-0480
Email: cureche@mediation-omc.org

Resumes will be accepted till July 29, 2011.