

Job Title: Assistant to the Executive Director/ Manager

Work Schedule: Monday through Friday 8:30 – 5:30 (occasional evening or weekend) Salaried (exempt)

Mediation

- Mediator for Family and Civil mediation (Willingness to take CPS training / become CPS mediator)
- Mediate and co-mediate as needed/ assigned
- Host Zoom mediations as needed
- Provide office/ zoom hosting, and document preparation support during mediation as needed
- Prepare documents for mediation
- Prepare for scheduled for mediations (Zoom/ virtual or office), including documents, office supplies, forms, etc.

Case Intake Management - Incoming calls/ Inquiries

- Manage all intake/ incoming calls, mediation scheduling, and walk-ins
- Coordination and follow up with mediations and open cases
- Conduct intake interviews, distribute intake forms and documents for mediation, via email, fax and /or mail
- Coordinate with mediating parties to schedule mediations, and receive payment

Recordkeeping, Reporting and Research

- Document calls
- Enter case information, survey results in Case log, update and maintain Case log
- Prepare monthly and periodic reports as assigned
- Prepare monthly, periodic, and annual reports
- Plan and prepare reports, surveys, and research projects
- Complete special projects as assigned

Volunteer Training, Recruitment

- Interview potential volunteer mediators
- Co-ordinate volunteer observations, communication, and coaching volunteers
- Observe, mentor and co-mediate volunteer mediators
 - Communicate with E.D. volunteer readiness for mediation
- Train / conduct Zoom mediation workshops

DRC Mediation Training

- Co-ordinate (with E.D.) training program
 - Assist with mediation training
 - Prepare training program and materials that meets the TMTR approved trainer standards
 - Co-recruit and organize (with E.D) trainers, panels, set-up, schedule, evaluate, and direct mediation training for DRC

Other Tasks

- Assist the E.D. in all tasks required to maintain the DRC and its operation
- Staff the office in absence of the E.D.

Required Education and skills

TMCA Credential and mediation experience

Competent with Microsoft Office, Excel, Zoom, DocuSign

Ability to prioritize and work independently

Strong verbal and written communication skills

Collaborative work attitude

Maintain confidentiality

Willingness to learn and work a variety of other duties as assigned

Prefer: Nonprofit and or legal office experience

College Degree

Located in or near McLennan County. Will consider qualified candidates located in Texas to work remotely.

