

McLennan County Dispute Resolution Center Job Description

Title: Executive Director

Reports To: Board of Directors

FLSA Status: Exempt

Compensation: Negotiable based upon experience and qualification, between \$65,000-\$75,000

To apply: Email cover letter and resume to the Search Committee at drcwacboard@gmail.com

Organization Summary

The McLennan County Dispute Resolution Center (DRC) provides the community with education, training and affordable alternative dispute resolution services. The DRC is a 501(c)3 nonprofit, tax exempt entity.

Position Summary

The Executive Director (ED) reports to the DRC Board Chair and Board of Directors. The ED is responsible for ensuring day-to-day operations of the DRC take place in a manner consistent with the DRC mission and with best practice standards. Duties include general administration of the organization, managing programs, contracts, finances, marketing and fund development efforts, educating the public on the value of mediation as a dispute resolution process, and ensuring consistent and clear policies for scheduling mediation with attorneys, unrepresented (pro se) parties and volunteer mediators.

Qualifications & Experience

- Understanding and commitment to the DRC's mission, vision, and values
- Experienced mediator preferred (Civil, Family Law & CPS)
- Bachelor degree required, Graduate degree preferred
- Experience required in public administration, nonprofit management, business administration, social work management or related field, as well as experience in a legal environment
- Experience in financial management, revenue development, administrative oversight, and/or personnel supervision
- Proficiency in Microsoft Office, DocuSign, Zoom, Google Suite required
- Experience with QuickBooks Online, website maintenance, social media marketing preferred
- Ability to interact cooperatively with and motivate staff, board members, volunteers, participants, including diverse populations and different types of personalities
- Exceptional communication skills including writing, speaking, and meeting facilitation
- Able to work under time constraints, be goal-oriented, manage tasks autonomously
- Highly organized with attention to detail
- Ability to maintain confidentiality and discretion, demonstrate professional conduct always

Essential Responsibilities & Duties

Mediation Services

Promotes quality mediations consistent with the DRC's mission. Responsibilities include:

- Maintaining personal mediator training and certification, as well as seeking skill development and continuing education in the field of alternative dispute resolution;

- Mediating a regular portion of cases as needed based on program capacity;
- Providing efficient and effective client services, including ensuring that all mediators uphold professional and ethical guidelines for mediation and client confidentiality;
- Seeking evaluative feedback from mediation participants regarding effectiveness and efficiency of mediation services and mediators; and
- Ensuring that scheduling, preparing for, and monitoring of all mediations takes place.

Personnel Management & Development

Recruits, coordinates, supervises and provides continuous development of staff and volunteers as required for the effective implementation of DRC programs and activities. Responsibilities include:

- Recruiting, motivating, and developing volunteer mediators to effectively serve clients;
- Maintain base of volunteer mediators to mediate 50 or more cases annually;
- Hiring, training, directing, and supervising paid and unpaid staff (e.g., interns) to promote DRC operations;
- Serving as backup for case management and volunteer coordination duties of other paid staff when staff unavailable; and
- Maintaining personnel records and performing constructive evaluations of staff and volunteers.

Administrative & Financial Management

Oversees all major aspects of the DRC's daily operations, including maintaining financial records and implementing/upholding policies. Responsibilities include:

- Producing reports of DRC operations and finances as required by the Board and funding sources;
- Using time effectively, establishing priorities and meeting deadlines;
- In collaboration with Board Treasurer, preparing/presenting annual budget for Board approval;
- Operating within the approved budget; and
- Working with Executive, Financial, and other committees to monitor existing policies and programs and recommend additions/revisions to promote the DRC's operations and financial health.

Capacity-Building & Stakeholder Engagement

Cultivate relationships, resources, and strategies to enhance the DRC's pursuit of its stated mission and goals. Responsibilities include:

- Developing and maintaining relationships with funding sources, community leaders, the judiciary, area bar associations, various civic and social organizations, and board of directors;
- Creating, developing and submitting contract and other funding proposals to sustain the DRC's operational and specific program needs;
- Collaborating with the Board of Directors to create and pursue short and long-range plans for organizational growth; and
- Promoting general community awareness and interest in DRC programs and services (e.g., by making presentations, distributing promotional materials, etc.).