

**Dispute Resolution Center - Travis County**  
**Executive Director**  
Job Description

**ORGANIZATION**

The Dispute Resolution Center, located in Austin, Texas, is an independent, nonprofit organization that provides and promotes accessible, high-quality dispute resolution services for all people in Travis County, Texas, and surrounding areas.

**POSITION SUMMARY**

The Executive Director (ED) provides leadership and support in implementing the mission and vision of the Dispute Resolution Center (DRC), including working closely with its Board of Directors (BOD) and committees. The ED is the spokesperson for the DRC with all external constituencies, including the Travis County Commissioners, other governmental entities, professional organizations, and the mediation community. Internally, the ED is ultimately responsible for the daily operation of the DRC, including staff management, financial obligations, and sustaining quality mediation services.

The position is full-time, exempt, with a negotiable start date between mid-October and mid-November 2023. Compensation will be based on education and experience, with a potential range of \$72,000 - \$85,000. There is also a benefit package.

Interested parties should send a cover letter and resume to Susan Bergen Hart at [susandb7@gmail.com](mailto:susandb7@gmail.com)

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

**PLANS AND IMPLEMENTS STRATEGIC AND BUSINESS INITIATIVES TO SUPPORT THE DRC**

Provides leadership to the staff, mediation volunteers, and other stakeholders in clarifying, refining, and implementing the DRC's mission, objectives, and strategy. Reports regularly to the BOD on the progression of the Strategic Plan.

**MAINTAINS VIABLE AND PRODUCTIVE COMMUNICATIONS WITH THE BOD**

Assists in identifying, recruiting, and facilitating new board members that advance the DRC's mission and provides orientation to new members. Attends all regular and special meetings of the BOD. Assists in organizing and facilitating the function of other BOD committees. Assists in setting the agenda for BOD meetings.

**PROGRAM DEVELOPMENT AND OVERSIGHT**

Oversees all program areas to ensure that the DRC is trending with and setting smart practices within the community mediation field and the broader alternative dispute resolution landscape.

## **OPERATIONAL MANAGEMENT**

Serves as the DRC's spokesperson, ambassador and advocate with stakeholders, the media and public. Actively promotes the DRC throughout central Texas by publicizing activities and establishing working relationships and cooperative arrangements with all relevant organizations, diverse communities, and individuals. Ensures reliable maintenance of all official records and documents. Oversees the development and implementation of an operational annual budget. Identifies, develops, and procures additional funding sources when need warrants.

## **PERSONNEL AND VOLUNTEER MANAGEMENT**

Manages the hiring and release of all paid personnel. Adopts and exercises sound human resources practices, including the development of job descriptions and performance evaluations for all employees and volunteers. Establishes and implements practice standards for volunteer mediators in compliance with professional mediation industry standards.

## **COMMUNITY RELATIONS AND COMMUNICATION**

Provides leadership in reaching out to diverse communities. Effectively communicates with individuals and groups. Presents ideas in an organized, clear, and concise manner. Employs tact and discretion; listens well; offers appropriate feedback.

Promotes environment of cooperation and teamwork.

*The above statements are intended to describe the general nature and work level to be performed by the individual in this position. It is not intended to be construed as an exhaustive list of all responsibilities. This position requires the performance of any other duties needed to fulfill the objectives of the organization.*

## **ESSENTIAL SKILLS, QUALIFICATIONS**

- Experience in the non-profit sector, preferably at the management level
- Excellent communications and interpersonal skills, with an ability to create collaborative professional relationships, to effectively present information to diverse audiences, and to work well with other team members
- Excellent leadership, supervisory, and mentoring skills
- Excellent mediation skills, preferably in a community mediation context
- Facilitation skills preferred with experience in leading groups
- Excellent organizational skills; ability to work independently, work on multiple projects at the same time, and to complete assignments in a timely manner.
- Proficiency with email, social media, Microsoft Office, Gmail/Outlook applications, online virtual platforms (zoom)
- Bilingual helpful, but not required.