



*Talking things
through—together*

Date: July 19, 2015
Position Title: Associate Director
Reports To: Executive Director
Status: Full-time – 40 hours/week, Exempt
Salary Range: \$45,000 - \$62,000, annually
Benefits: Medical/Paid Leave
Close Date: August 14, 2015; applications will be reviewed and interviews scheduled on a rolling basis during this time period.

Job Summary: As part of a strategic capacity building effort, the associate director will provide operational and special project support to the Executive Director. The associate director will work with Executive Director and mediation program coordinators to develop and implement program plans. The associate director will provide day-to-day management of mediation program operations. The associate director will be responsible for all aspects of office operations including ensuring effective phone, computer, and office processes. The associate director will support the Executive Director by working on special projects related to marketing, training, fundraising that are related to Community Mediation Services' capacity building effort. The associate director supports the training program and delivers training modules as experience, qualifications and programs require.

Primary Duties:

1. Provide operational oversight of day-to-day mediation programs and office operations.
2. Ensure that program plans and are developed for all programs and that yearly goals and outcomes are achieved.
3. Supervise and evaluate program coordinators and case managers.
4. Oversees recruitment, training, evaluation, management and recognition of volunteer mediators and facilitators.
5. Support training and practicum programs and deliver training modules.
6. Maintain effective phone, computer, and office processes and troubleshoot technical issues with IT support staff.
7. Support the Executive Director by working on special projects relating to marketing, training and fundraising.
8. Lead expansion and development of agency programs as needed.
9. Coordinate and finalize all monthly, quarterly and semi-annual program reports.
10. Ensure that outreach with community stakeholders occurs as needed.
11. Serve as back-up mediator and case manager as needed.
12. Discuss and problem-solve complex or red-flag cases with appropriate staff.
13. Oversee production and conduct final editing of agency newsletter.

14. Ensure that case information, requirements, and deadlines, evaluations and mediator records are maintained through Excel and CMS' case management system.
15. Serve as the primary administrator for CMS' computerized case management system.
16. Coordinate with Executive Director, team members and volunteers for effectiveness and efficiency of mediation programs.
17. Ensure that all forms, training materials and referral resources are maintained as needed.
18. Participate in annual professional training and development opportunities.
19. Participate collaboratively as a staff member.
20. Represent CMS in a positive and professional manner with clients, volunteers, board members and the general public.
21. Other duties as assigned.

Minimum Qualifications

- Successful completion of a basic mediation training program in accordance with Resolution Washington Standards or equivalent.
- Completion of a mediation practicum program or equivalent.
- 3-5 years of mediation and case management experience.
- 3-5 years' experience and skill working with agency and program operations in a leadership role.
- Experience supporting organizational marketing and/or fundraising.
- 3-5 years' experience as a supervisor.
- Experience providing communication and conflict resolution training and mentoring to mediators and the general public.
- Bachelor's Degree or greater in Conflict Resolution, Family Systems, Community Development, Business Management or its equivalent.
- A commitment to good interpersonal communication, team work and a confident telephone demeanor.
- Competency with Microsoft computer network applications and confidence learning and working with computer systems.
- Ability to prioritize among competing deadlines in a fast-paced office.
- Excellent attention to detail, deadlines, time management and follow-through.
- Effectively communicate orally and in writing.
- The ability to work effectively with clients experiencing stressful, conflicted, and emotional situations.
- The ability to maintain strict confidentiality of privileged information.
- The ability to work with persons from diverse socioeconomic, ethnic and cultural backgrounds.
- The ability to manage a flexible work schedule – some evening and occasional weekend work is necessary.

Preferred Qualifications

- Broad mediation experience
- 6 years of mediation and case management experience.

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- 6 years' experience and skill working with agency and program operations in a leadership role.
- 6 years' experience as a supervisor.
- Bachelor's Degree or greater in Conflict Resolution, Family Systems, Community Development, Business Management.

Work Environment:

Busy, dynamic office setting with usual office technology (phone, computer). Position may spend time conducting outreach in the community for program and special project needs.

Physical Demands:

Must be able to lift 25# boxes and transport supplies for trainings and other events.

Must be able to travel to community meetings.

Other:

Must have own car and be willing to use it for business purposes. Mileage reimbursement at IRS allowable rate. There will be a quarterly review of this position for the first year and thereafter an annual review.

Please email application, cover letter, resume and three references to Nancy Pionk, Executive Director at npionk@mediationclarkcounty.org

Community Mediation Services is an Equal Opportunity Employer