

Role Descriptions

**Dispute Resolution Associate
ROLE DESCRIPTION WORKSHEET**

Date: September 5, 2009

Department: Administrative

Title: Dispute Resolution Associate

Mission: Support for clients, mediators and CEO. Actively participate in Peace Talks' mission to maintain itself as the premier mediation firm in Southern California.

Key Result Areas	Time Utilization	
	Now	Goal
1. Client support and convening	30%	
2. Mediation support	25%	
3. Paralegal and administrative functions	30%	
4. Marketing support	10%	
5. Other duties to be assigned	5%	
6.		
7.		
8.		
9.		
Position Requirements		
<u>Education/Experience:</u> High school diploma required; college degree desired. Some administrative experience, good computer skills, excellent telephone skills. We will train in mediation, convening and Peace Talks specific skills.		
<u>Skills/Knowledge/Ability:</u> <ul style="list-style-type: none">• Self-starter;• Great telephone personality, infinite patience, and ability to hold boundaries with clients and attorneys;• Computer proficiency in word processing (Microsoft Word 2003) with typing of at least 45 words per minute;• Computer familiarity with office software such as Act!, Timeslips, Excel, PowerPoint, Essential Forms;• Good organization and filing skills.		
<u>Authority:</u> This position reports to office manager. DRA has full authority to act on day-to-day tasks such as ordering office supplies and scheduling, but needs prior approval of office manager for non-routine expenditures and higher levels of decision making, such as turning away clients or client conflicts.		

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<p>1. Client support and convening</p>	<p>a. Educating callers about mediation</p> <p>b. Convening mediation orientations and mediation sessions (getting parties to the mediation table)</p> <p>c. Ability to offer suggestions about how to approach opposing party about mediation</p> <p>d. Ability to discern who might be an appropriate candidate for mediation and make appropriate referrals for those who are not candidates</p> <p>e. Assemble information packages to go to clients, attorneys, therapists and other professionals</p> <p>f. Ability to lead a mediation orientation session alone or with a co-mediator; attend a mediation training class</p>
<p>2. Mediation support</p>	<p>a. Setting up and cleaning up mediation room</p> <p>b. Holding appropriate boundaries with clients; maintaining mediation integrity between clients and mediators in between sessions</p> <p>c.</p> <p>d.</p> <p>e.</p> <p>f.</p>
<p>3. Paralegal and administrative functions</p>	<p>a. Prepare, mail and e-mail correspondence to clients; proofread and send mediation summary letters; editing others' correspondence</p> <p>b. Scheduling mediations, orientations, and coordinating mediator schedules; main calendar for multiple professionals</p> <p>c. Select and prepare court forms using Essential Forms software; serving court forms, photocopying</p> <p>d. Assemble and file paperwork with the court</p> <p>e. Organizing and maintaining client, office and lead files</p> <p>f. Following up on client files, client inquiries and outstanding paperwork</p> <p>g. Assist clients with financial disclosure forms; answer client questions about court forms; explain forms to clients before signing</p> <p>h. Time and billing</p> <p>i. Assembling Power Point presentations for mediation trainings</p> <p>j. Organize and maintain computer backup schedule</p>
<p>4. Marketing support</p>	<p>a. Input and maintain office database on Act! software</p>

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	b. Provide administrative support to marketing director
	c. Proofread and give opinions on marketing letters, articles and ideas
	d. Sending follow-ups and thank you notes/gifts to referral sources
	e. Attend some networking functions in a supportive role
	f. Post to Peace Talks Blogs
	g. Maintain web site back ups and blog back ups
5. Other duties to be assigned	a. Training new administrative employees in your job functions
	b. Supervise file clerk or temp staff in basic tasks
	c.
	d.
	e.
	f.
6.	a.
	b.
	c.
	d.
	e.
	f.