

SAMPLE JOB POSTING – MEDIATION COORDINATOR

FRANKLIN COUNTY MUNICIPAL COURT
375 South High Street, 10th Floor
Columbus, Ohio 43215
614-645-8214

EMPLOYMENT OPPORTUNITY

JOB TITLE: Mediation Coordinator
DEPARTMENT: Small Claims Division and Dispute Resolution Programs
REPORT TO: Manager, Small Claims Division and Dispute Resolution Programs
PAY RANGE: 69
SALARY RANGE: \$16.54/hour (\$34,403.20/year) - \$22.74/hr (\$47,299.20/year)
Starting salary is negotiable within the Salary Range depending on experience and qualifications
HOURS: Full-time 8:00 a.m. – 5:00 p.m. and 6:00 p.m. – 10:00 p.m. 2 – 3 times per month or as assigned
POSTED: Tuesday, June 21, 2011
DEADLINE: Wednesday, July 6, 2011

JOB PURPOSE AND OVERVIEW

The Small Claims Division was created to enable individuals, companies, and other entities to pursue claims for money in amounts up to \$3,000 in a more informal and expeditious forum than the regular Court docket and without the need to use an attorney. Small Claims Courts are governed by Chapter 1925 of the Ohio Revised Code.

The Dispute Resolution Department was established within the Small Claims Division to provide mediation services for the Court. Many disputes that come to the Small Claims Division are mediated prior to the filing of formal legal action.

The Coordinator assists the Manager in management and coordination of the Dispute Resolution Department, which provides mediation services to the Court. The Department operates four mediation programs and one facilitation program. Duties related to the various programs include recruiting, training and coordinating service by community and law student volunteer mediators and contract mediators, scheduling mediation sessions, conducting mediations, and supervising daytime and evening mediation sessions. The Coordinator assesses the suitability of disputes for mediation and recommends referral to mediation. The Coordinator has extensive contact with parties and attorneys seeking mediation services.

The Coordinator responds to telephone inquiries, e-mails, and interviews, and otherwise assists citizens who wish to file small claims complaints, motions, and proceedings in aid of execution in the Franklin County Municipal Court. The Coordinator performs other duties as assigned, and may be assigned to other positions in other departments of the Court if needed.

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ESSENTIAL DUTIES AND RESPONSIBILITIES OF THE POSITION

Dispute Resolution Department Specific duties relative to the Dispute Resolution Program include:

1. Develop and supervise mediation programs which include the following:
 - Pre-filing mediation program.
 - Post-filing judge and magistrate referred mediation.
 - Post-filing duty room referral mediation program.
 - Rent escrow mediation program.
 - Day of trial mediation for small claims and eviction cases.
 - Check and Account Resolution Service
2. Engage in extensive telephone and email communication with parties before and after mediation to ensure the quality of services; ability of parties to participate effectively; and monitor and assist in final resolution of disputes.
3. Conduct intake interviews, including screening for domestic violence.
4. Assess appropriateness of cases for mediation.
5. Schedule mediators and mediation sessions.
6. Coordinate and supervise daytime and evening mediation sessions.
7. Supervise contract mediators.
8. Recruit, train, and supervise community and law student volunteers who have the desire and qualifications to be a mediator.
9. Recruit, train, and supervise federal work-study student employees.
10. Work closely with faculty and supervising attorneys from Michael Moritz College of Law at the Ohio State University and from Capital University Law School, both of which provide trained law student mediators for the program.
11. Mediate disputes referred to the program.
12. Coordinate development and implementation of appropriate evaluation tools for the mediation programs.
13. Evaluate mediator performance and mediation programs.
14. Maintain comprehensive statistics for the mediation programs.
15. Provide quarterly reports for all mediation activities.
16. Design printed materials and include brochures and forms for mediations and notices.
17. Assist in the development and implementation of new programs.
18. File and maintain all documents regarding mediation results.
19. Participate in meetings, training programs, presentations, and other events as directed by the manager.
20. Participate in special projects and programs as assigned by the manager.
21. Perform other duties as assigned.
22. Serve as back-up staff to Small Claims Division, performing the following:
 - Respond to in-person and telephone inquiries and emails from citizens who wish to file small claims complaints, motions, and objections or check service in small claims cases.
 - Answer a multi-line switchboard and greet public.
 - Distribute and explain filing complaints, counter claims, cross claims, and

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objections procedures for litigants.

- Serve as referral staff for other court and clerk departments and county and state agencies.
- Serve as liaison between magistrates and magistrates' staff and litigants.
- Monitor dockets in CourtView and assist parties having difficulties with cases.

QUALIFICATIONS AND REQUIREMENTS

Candidates must have a combination of education, experience, skills, and personal characteristics that demonstrate the candidate's ability to perform the duties of the position. It is expected that the successful candidate will have at least the following qualifications and meet the following requirements:

1. Bachelor=s degree from an accredited college or university.
2. Knowledge of common office practices, procedures, and equipment.
3. Proficiency in operating a personal computer and using, or being able to learn to use, Microsoft Office products such as Word, Outlook, and Excel, and Courtview 2000.
4. A minimum of five years experience in an administrative, leadership, or supervisory position, including supervising both professional and support staff.
5. Knowledge of legal terminology and trial court operations and procedures, particularly those that are relevant to the work of the Division and the Mediation Program.
6. Knowledge of case management operations and processes.
7. Knowledge of basic management principles, practices, and procedures.
8. Project management experience, or a demonstrated knowledge of planning, implementing, and evaluating projects.
9. Completion of a minimum of 40 hours of mediation training or comparable college or law school course work.
10. Experience mediating disputes and complaints.
11. Strong analytical and organizational skills and the ability to function at a high level within a large, complex organization.
12. Ability to supervise support staff; develop and implement policies and procedures; and resolve or recommend solutions to complex problems and situations.
13. Ability to prioritize work, work independently without daily direct supervision, and manage a variety of projects simultaneously in a high pressure atmosphere under severe time constraints. Must have good time-management skills and be highly organized and detail-oriented.
14. Pleasant personality and ability to develop and maintain effective working relationships with judges, other elected officials, court employees, law enforcement officers, lawyers, outside agencies, businesses, and the general public.
15. Creativity and ability to conceive and implement innovative approaches to solve problems and meet objectives.

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16. Ability to effectively and professionally communicate verbally and in writing in English to diverse audiences, and to produce concise, error-free documents and reports.
17. Ability to recognize the need for change, respond with flexibility to changing program demands, propose solutions, and ensure that solutions are implemented.
18. Conscious of and sensitive to the diversity within the Court’s jurisdiction and ability to interact professionally with this diverse population of people from many different geographic, socioeconomic, religious, racial, and ethnic backgrounds on a regular basis.
19. Professional appearance and demeanor appropriate for the position and expected of a representative of elected officials.
20. Demonstrated dependability, reliability, and excellent attendance record.
21. Patience, objectivity, maturity, effectiveness under stress, initiative, adaptability, leadership, and sound judgment.
22. This position is regularly exposed to sensitive information and the employee is expected to keep any such information strictly confidential.

Additional consideration will be given to individuals who have any of the following qualifications: experience working or practicing in a multi-judge trial court; full-time supervisory experience; participation in a professional organization related to mediation or dispute resolution; the ability to speak and write Spanish or a language commonly used by people of Somalia for whom English is a second language; or proficiency in American Sign Language (ASL).

BENEFITS

The Franklin County Municipal Court offers an excellent benefits package that includes: health, prescription, vision, dental, and life insurance; short-term disability; generous vacation, sick, and personal leave; ten paid holidays; longevity service payments; sick leave reciprocity; an Employee Assistance Program; a deferred compensation program; tuition reimbursement; credit union membership; and direct deposit of net pay.

Court employees are members of the Ohio Public Employees Retirement System (OPERS), which provides retirement, disability, and survivor benefits for public employees. All full-time employees hired after January 20, 2010, contribute to OPERS by paying the required employee share, which is 10% of their salary. The Court pays the required employer’s share of 14% of the employee’s salary. Since Court employees are members of OPERS, they also do not have any Social Security taxes withheld from their pay.

APPLICATION PROCESS

Applicants must submit the Court’s employment application form, a resume, and a cover letter addressed to Human Resources Manager Abbie Armitage that describes with specificity how the applicant’s qualifications match the posted “QUALIFICATIONS AND REQUIREMENTS”. The Municipal Court Judges’ application form can be found at <http://www.fcmclerk.com/employment/pdf/courtapp.pdf> (Municipal Court Judges Job

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Application). (Be sure to submit the Judges Job Application, and not the application of Municipal Court Clerk Lori Tyack.)

Faxed or e-mailed applications are not acceptable, and the Court may decline to consider any applicant who does not submit all required items.

To ensure consideration, the application materials should be submitted **by 4:00 p.m. on Wednesday, July 6, 2011 to:**

Abbie Armitage
Human Resources Manager
Franklin County Municipal Court
375 South High Street 10th Floor
Columbus, Ohio 43215

Receipt of applications will be acknowledged by mail, and only those applicants invited for an interview will be contacted by telephone. Applicants should not call or contact the Human Resources Manager or any Court employee concerning their application.

As a part of the selection process, a candidate may be required to perform skills tests that could include exercises to test the candidate's writing ability, understanding of court systems, knowledge of legal terminology and procedures, and knowledge of Franklin County Municipal Court. Candidates who indicate knowledge of a second language or American Sign Language will be required to demonstrate those skills.

Employees of the Court are at-will employees and serve at the pleasure of the Court; employees are not in the classified civil service system and are not members of bargaining units. The Court is an Equal Opportunity Employer and does not discriminate on the basis of age, gender, religion, race, color, national origin, ancestry, sexual orientation, or disability.

The Court may decline to interview or hire a candidate who does not present the professional appearance, demeanor, and attitude expected of a representative of the Court, such as a candidate who has highly visible body piercings or tattoos, a style of dress, or a hair style that does not conform to the Court's Personal Appearance Policy.