



Utah Dispute Resolution Announcement of Staff Position Opening Mediation Case Manager

Utah Dispute Resolution (UDR) is a charitable nonprofit organization that operates a community mediation center with headquarters in Salt Lake City and a satellite office in Ogden. The organization exists to provide low- and middle-income residents throughout Utah with quality mediation services and training in conflict resolution and mediation.

Job Location: Law & Justice Center
645 South 200 East
Salt Lake City, Utah 84111

Job Title: Mediation Case Manager

Full-Time Position: part-time or full-time option available

Starting Wage Range: \$12-\$13 per hour

Responsibilities

The Mediation Case Manager coordinates mediation efforts for UDR's Family, Community, and Court Mediation Programs. This staff member performs a wide range of administrative tasks in support of mediations conducted through the organization. As the initial point of contact, this staff position must have exceptional interpersonal skills. We seek personable individuals who are detail-oriented with an ability to work in a fast-paced environment that involves juggling multiple tasks simultaneously.

UDR Case Managers answer phone calls, respond to walk-in inquiries, conduct intake interviews with clients to gather necessary information, discern whether cases are suitable for mediation, compute and verify family income, determine fees using a sliding scale, explain policies and fees to clients, process payments, schedule mediations, maintain an electronic calendar, set up mediation rooms, greet clients as they arrive, enter administrative information into computerized database, maintain electronic records and hardcopy files, and provide ongoing support to volunteer mediators throughout the mediation process.

Primary job tasks include:

- Answer questions about mediation on the phone and in-person.
- Provide referrals to appropriate service agencies.
- Enter confidential client information accurately into a tracking database.
- Conduct phone or in-person interviews with mediation clients.
- Assess suitability for mediation and recommend mediation process modifications.
- Schedule mediations and generate client scheduling letters.
- Schedule volunteer mediators and mediation space.
- Assist clients with requests to reschedule mediation dates.
- Maintain an online calendar of mediations.
- Greet and appropriately seat clients who arrive for mediation.
- Provide mediators with pertinent information prior to mediation sessions.
- Provide on-going support to mediators.
- File records and perform other job-related duties as assigned.

Minimum Qualifications:

The ideal candidate for this position possesses these qualifications:

- Shows commitment to the mission and goals of Utah Dispute Resolution.
- Is enthusiastic, self-motivated, creative, resourceful, and learns quickly.
- Is organized, detail-oriented, and capable of multi-tasking.
- Demonstrates outstanding customer services skills and phone etiquette.
- Demonstrates excellent written, oral, and presentation skills.
- Maintains confidentiality in handling private information.
- Is able to work both independently and as part of a team.
- Has the desire and ability to work with people of diverse backgrounds.
- Has strong computer skills and experience using Microsoft Office applications.
- Is able to work in a professional environment.
- Is willing to perform general clerical duties: photocopying, sending faxes, filing, etc.
- Is able to follow oral and written instructions.
- Is able to stay calm and focused in a chaotic environment.
- Uses tact and diplomacy during all interactions.
- Works collaboratively with others.
- Is able to think critically and apply good judgment.
- High School education required; college degree is preferred.
- Prior training in mediation would be helpful but not required.
- Spanish language proficiency would be helpful but not required.

TO APPLY: Submit a completed application form (available online at www.utahdisputeresolution.org) and mail with cover letter and resume to:

Utah Dispute Resolution
ATTN: Position Opening
645 South 200 East
Salt Lake City, Utah 84111

APPLICATION DEADLINE: Open until filled