



POSITION AVAILABLE: MEDIATION COORDINATOR / ADMINISTRATOR

REPORTS TO: MMCC Board

STATUS: Full-time

PAY RANGE: Based on experience and qualifications

The Mediation and Meeting Center of Charleston, a non-profit volunteer organization, is seeking a Mediation Coordinator/Administrator (hours negotiable based on applicant's interest and experience). The MMCC has served the Lowcountry since 2008, by providing mediation services for low-income families, businesses, individuals, litigants, and the courts. Mediation is a negotiation process between two or more parties with the goal of arriving at a mutual agreement. It is a voluntary process in which an unbiased, neutral third-party mediator assists with settlement talks. The mediator does not act as a judge, or decide the dispute, but rather helps the parties reach an agreement. Mediation Coordinator/Administrator does not need to be educated or experienced in mediation concepts or procedures but will be given an introductory overview as part of the orientation process. Visit MMCC's website at <https://mediationcentercharleston.org>.

JOB OVERVIEW

The Mediation Coordinator is an essential part of the smooth daily operation of the MMCC. This individual is the first point of contact for volunteer mediators, clients, and clients' attorneys. The coordinator is responsible for conducting intake, scheduling mediations, assigning mediators to cases, and maintains the mediation calendar. The coordinator must build and maintain trusting relationships with mediators, attorneys, and clients. Currently, the MMCC does not have physical office space; the assignment is a work from home model, with minimal local travel as needed.

ESSENTIAL DUTIES

- Greets and assists all persons/organizations using or contacting the MMCC.
- Inputs all cases into case management system and evaluates possible software options.
- Generates invoices, collects mediation fees before start of the mediation session, and enters payment into accounting software.
- Schedules mediations, confirms the scheduled session by letter, email and/or telephone, reconfirms 24-48 hours prior to the scheduled session, and administers Zoom mediations.
- Coordinates and assigns volunteer mediators to scheduled mediations.
- Receives relevant documents prior to mediation sessions and forwards to assigned mediators.

- Prepares the appropriate mediation forms prior to all mediation sessions, and assists with e-signing of mediated agreements as may be needed.
- Answers client and other routine calls and emails.
- Provides routine information regarding the mediation process, policies, and procedures for those inquiring about the services offered at the Center.
- Maintains statistics about mediation results and client demographics.
- Attends monthly Board meetings (one hour each, via Zoom) and assists as needed in other aspects of MMCC operations, including social media, organizational and program reporting, planning, tracking, etc.

QUALIFICATIONS

- Two years of college, paralegal training, or comparable work experience.
- Exceptional interpersonal skills with an ability to communicate orally with clients and legal professionals with the highest standards of courtesy, confidentiality, respect, and diplomacy.
- Ability to establish priorities, work independently, and proceed with objectives without supervision.
- Excellent organizational skills and detail oriented.
- Demonstrates initiative in accordance with the job's roles and responsibilities and an ability to manage multiple tasks at once.
- Ability to meet consistent attendance.
- Ability to maintain confidentiality.
- High level of computer literacy and competency with office software and computerized database systems—specifically, Microsoft Office.
- Bilingual English/Spanish a plus but not a requirement.
- Background knowledge of litigation, court and/or legal procedures a plus.

HOURS: Negotiable. Mediation hours: Monday -Thursday 9:00 a.m. – 5:00 p.m.; Friday 9:00 a.m. - 2:00 p.m., plus occasional later hours if a mediation is not concluded on time. Monthly Board meeting: Second Thursday of each month, 8:00 -9:00 am.

SALARY: Calculated monthly, paid bi-monthly.

BENEFITS: Health insurance stipend, home office expenses stipend, paid vacation days and paid days for personal or sick leave.

*To apply, please email cover letter and resume to: jill@charlestonmediator.com
Interviews will be scheduled beginning in early January.*