



Mediation Coordinator

Fond du Lac Conflict Resolution Center

About Mediation and the Role of the Mediation Coordinator

Mediation is the process of facilitating negotiation between people in conflict. At the Resolution Center, our staff and volunteer mediators help people in conflict communicate, explore both the emotions and information of their situation, and create a resolution they can live with and move on from.

Our Mediation Coordinator supports this service by organizing the people, information, and materials necessary for mediation to take place and have a positive impact on our community. We are hoping to find a proactive, service-oriented individual with a strong ability to work collaboratively, balance short-term and long-term goals, and communicate effectively, compassionately, and respectfully with diverse people.

How this Role Looks in Action

Mediation Coordination

- **Volunteer Coordination and Engagement:** Support the volunteer mediation program by assisting with volunteer recruitment, scheduling, onboarding, support, and retention. Actively maintain positive, nurturing relationships with our volunteers and a safe volunteer environment.
- **Mediation Scheduling:** Coordinate mediation services in Fond du Lac County, as needed. In doing so, you would:
 - receive orders from the court or self-referrals,
 - gather all necessary information from the parties and assess for any present risks,
 - educate parties on mediation and how they can best prepare and participate,
 - accurately disclose any applicable fees to parties before the mediation,
 - thoughtfully assign volunteer mediators,
 - schedule the mediation,
 - and communicate the mediation session logistics clearly to all parties and mediators.
- **Mediation Support:** Support the successful completion of mediations, in which you would:
 - prepare all documents and technology necessary for a successful mediation process,
 - manage mediation room preparations and clean-up,
 - connect volunteer mediators with the appropriate parties in a professional manner,
 - support volunteer mediators throughout their mediations, as needed,
 - debrief and reflect with volunteer mediators to support their continued growth,
 - serve as a liaison between mediators and the court,

- send and follow up on documents for remote signature, as necessary,
- ensure the completion and delivery of all signed agreements to the court,
- enter data into spreadsheets, which monitor mediation progress and impact,
- track training and volunteer hours for our volunteer mediators,
- and provide information to volunteer mediators for each upcoming week's caseload.

Mediation

- **Mediation:** Mediate cases, as needed, in an ethical, compassionate, and effective manner.

Office Management

- **Maintain Welcoming Office Environment and Office Efficiency:** Support the day-to-day operations of the office. Ensure the office environment is organized, clean, welcoming, and supportive of a productive atmosphere for all.
- **Communication & Correspondence:** Serve as the primary point of contact for walk-ins as well as incoming and outgoing correspondence, including phone calls, mail, e-mails, surveys, etc.
- **Inventory Management:** Manage office supplies, ensuring adequate stock levels as well as sourcing and ordering cost-effective supplies when necessary.

Communications Support

- **Internal Communications:** Support internal communication efforts by drafting and distributing internal updates to staff, volunteers, and stakeholders.
- **Brand Consistency:** Ensure all materials maintain a consistent tone, style, and messaging that aligns with our vision, mission, values, and culture.

Team Support

- **Winnebago County Small Claims Mediation Orientation:** Fill in for the Executive Director or Mediation and Administration Coordinator on Thursday mornings at the Winnebago County Courthouse for the Mediation Orientation presentation coordination of cases, as needed.
- **Winnebago County Eviction & Replevin Mediation:** Fill in for the Mediation Coordinator on Wednesday mornings and afternoons at the Winnebago County Courthouse for eviction and replevin mediations, as needed.
- **Mediation:** Provide mediation support, as needed.

Additional Responsibilities

- **Continuous Improvement:** Contribute thoughts, ideas, and efforts to support the organization's overall strategic planning, continued improvement, and growth.
- **Special Projects:** Assist with special projects or initiatives, such as continuous improvement projects, policy updates, or strategic planning efforts. Collaborate to implement changes effectively and efficiently.
- **Full Team Support:** Provide assistance to other team members, as necessary.
- **Adaptability:** This role may evolve over time, with additional responsibilities as needed. The Mediation Coordinator is expected to embrace change, learn quickly, and adapt.
- All other duties as assigned.

Required Qualifications

The following qualifications are truly necessary to fulfill the responsibilities of this role:

- Completion of the Resolution Center's 40-hour in-person mediation skills training or the desire to complete upon hire. Upcoming sessions can be found on our website: <https://www.resolutioncenterinc.org/training/mediation-training>
- Completed high school education required, some college education preferred.
- Valid driver's license and/or ability to reliably commute to work in-person.
- Willingness to complete a background check and a drug test.

Preferred Skillset and Mindset

We feel you would best thrive in this role if you came with the following mindset and skillset:

Mission Mindset

- A passion for and commitment to the Resolution Center's mission, service, and culture. These are described in detail in the final section of this document.
- Strong commitment to being a team player, who supports our small team in fulfilling all organizational responsibilities consistently.
- Growth mindset regarding both the organization and you.

Mediation & Conflict Resolution Skills

- Ability to mediate ethically, compassionately, and effectively or a passion to grow this skill.

Communication Skills

- Strong interpersonal skills and the ability to genuinely connect with other people.
- Strong customer service mindset and skills.
- Strong written and verbal communication skills.

Administration & Organization Skills

- Strong attention to detail and organizational skills.
- Ability to balance fulfilling day-to-day needs and long-term needs of the organization.
- Ability to handle multiple priorities, adapt to changes quickly, and manage ambiguity.
- Ability to flexibly problem-solve and make sound decisions independently.
- Ability to maintain confidentiality and high process integrity and high quality.
- Ability to work independently and collaboratively.

Technology Skills

- Computer software skills, including working with applications such as Zoom, Microsoft Teams, Word, Excel, Outlook, Adobe, etc.
- Computer hardware skills, including working with laptops, webcams, printers, scanners, etc.

Continued on the next page.

Additional Information

Job Type Details

- **Hours:** This role is part-time, paid hourly, and is expected to total between 5 and 10 hours per week. There is the potential for this role's weekly hours to increase if the funding and organizational needs support this expansion in the future.
- **Schedule:** The regular schedule for this role involves being physically present at the Fond du Lac City/County Building on Mondays from 8 AM until all mediations are complete, which is typically about 1 PM. Exact workdays and times may vary depending on the needs of the organization.
- **Reporting:** This position reports to the Executive Director.

Compensation and Benefits

- **Compensation:** The wage for this position is \$20.00 per hour. If traveling for approved organizational purposes (e.g. filling in for Winnebago County needs), mileage would be reimbursed from the Fond du Lac City/County Building to the approved location. The IRS standard mileage rate for business would be followed.
- **Benefits:** Resolution Center, Inc. currently offers paid holiday time off (11 days per year). Resolution Center, Inc. also offers flexible unpaid time off in addition to the week of unpaid time off between Christmas and New Years when the office is closed. Resolution Center, Inc. does not currently offer health, retirement, or paid-time-off benefits for this role.
- **Development:** Professional development opportunities tailored to your unique interests.
- **Culture:** A supportive and mission-driven work culture.

Working Conditions

- **Environment:** This role takes place in an indoor, office environment.
- **Location:** Most of the time, we would need you to be in-person at our office in the Fond du Lac City/County Building. Mediation support may be required in-person at the Winnebago County Courthouse or online. There is the option to work remotely, as appropriate.
- **Physical Movements:** This role involves extended periods of sitting, computer use, and periodic stooping, bending, kneeling, or lifting of office equipment, furniture, and supplies weighing up to 25 pounds. This role also involves periods of quick walking within the courthouse.
- **Court Decorum:** When present in courtrooms, you will need to follow their rules and procedures to ensure a respectful court experience for all.
- **Travel:** Limited travel may be necessary.

About Resolution Center, Inc.

Our Vision & Mission

At the Resolution Center, we believe conflict is an essential opportunity to come together, understand one another better, and collaboratively build a better future. Our mission is to help people resolve their disputes effectively, expeditiously, and with compassion and respect. We do this through mediation, facilitation, and training in conflict resolution.

Our People's Why

With each mediation, our service restores peace to individuals' lives and builds a more socially sustainable community. Our staff and volunteers find great meaning and fulfillment in this, which is why we all keep offering our support - some of our volunteers have been with us for over 20 years.

Our History

Founded in 1990, Resolution Center, Inc. is a 501(c)(3) non-profit organization and has become known for helping people build consensus through mediation, facilitation, and training. In the 35+ years the Center has been offering mediation services, we have performed more than 10,000 mediations and trained over 1,000 mediators.

Our How

We live out our mission by providing mediation services throughout Wisconsin, both inside and outside of the court system. We are uniquely partnered with the Winnebago and Fond du Lac County courts, which refer court cases to mediation. They understand that mediation serves as a more collaborative alternative to adversarial litigation and court processes.

We mediate many different types of cases, including small claims, evictions, replevin, property division, restraining orders, large claims, criminal restitution, probate, community member disputes, workplace disputes, and more. Regardless of the type of case, our skilled volunteer mediators help people improve communication, find common ground, resolve conflicts, and settle disputes.

We offer training in mediation and conflict resolution for mediators, businesses, organizations, and anyone who desires to become more skilled in handling conflict compassionately and effectively.

Our Culture and Values

As a service-minded organization:

- We believe in the innate ability of people to resolve their problems.
- We believe in the value of training people in the process of conflict resolution.
- We believe in a mediation process which enhances people's abilities to become better listeners, communicators, and collaborative problem-solvers.
- We value a mediation process which addresses emotional issues and promotes interest-based resolutions, which are comprehensive and enduring.
- We believe in a mediation process which promotes openness, honesty, compassion, and respect.

- We value our volunteers and staff for their commitment, neutrality, integrity, and appreciation of individual differences and points of view.
- We believe in the enhancement of relationships through quality human interactions.
- We value a mediation process which helps people take responsibility for resolving disputes in a confidential and dignified setting.
- We believe mediation through Resolution Center, Inc. saves time and money for the courts and citizens of Winnebago and Fond du Lac Counties.

As a team of staff members supporting this organization:

- We advocate for and support the longevity and growth of the Resolution Center, believing in the value it imparts on our community.
- We are service-minded and feel intrinsically motivated to improve the lives of others.
- We are respectful, compassionate, and considerate towards everyone.
- We openly communicate and value transparency and high integrity.
- We take responsibility for our actions, words, and mistakes and quickly right any wrongs.
- We uphold a culture of accountability and integrity in which we choose to rise above our circumstances and take ownership for doing the right thing even when no one is watching.
- We give straightforward, timely, actionable feedback with kind hearts.
- We are sincere and generous with our gratitude.
- We exemplify the behaviors and attitudes we wish to foster within our volunteer mediators.
- We collaborate to creatively and continuously improve and grow the Resolution Center.
- We initiate and embrace change while preserving the core stability of the Resolution Center.

These statements are not intended to be an exhaustive list of all required responsibilities, skills, and cultural elements.