

POLICY

It is our policy to abide by all federal, state, and local laws prohibiting employment discrimination based solely on a person's race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled Veteran, marital status, registered domestic partner or civil union status, gender (including sex stereotyping and gender identity or expression), medical condition (including, but not limited to, cancer related or HIV/AIDS related), genetic information, sexual orientation, or any other protected status except where a reasonable, bona fide occupational qualification exists.

MEDIATOR

The position of ADR Mediator involves mediation between disputing individuals in Small Claims and Unlawful Detainer cases in the courts of San Bernardino County. In addition, in-house mediation in Landlord-Tenant and Fair Housing cases is also required.

DUTIES: FUNCTIONS AND RESPONSIBILITIES

Essential duties and functions include the following. Other related duties may be assigned.

- ▶ Mediation techniques for in-person and telephone mediation
- ▶ Knowledge of California Dispute Resolution Act of 1986
- ▶ Case management knowledge
- ▶ Court System structure
- ▶ Administrative and intake skills
- ▶ Ability to appear at all scheduled job assignments on time
- ▶ Strong communication skills in both writing and speaking
- ▶ Ability to work effectively with people under stressful situations
- ▶ Problem identification and disagreement management
- ▶ Ability to use networking systems effectively
- ▶ Knowledge of federal and state fair housing laws
- ▶ Ability to conduct community outreach through workshops and disseminate communication through public media
- ▶ Self-motivated and able to work independently as well as under the direction of the Programs Director
- ▶ Other duties as assigned

For consideration and to apply, submit resumes to: HR@ifhmb.com with a cover letter.

KNOWLEDGE SKILLS AND ABILITIES

- ▶ Possess required knowledge, skills, abilities and experience and be able to explain and demonstrate that the essential functions of the job can be performed.
- ▶ Demonstrate initiative and adaptability when confronted with assignment shifts and stresses related to contractual deadlines.

- ▶ Have the ability to maintain confidences, exercise sound judgment and discretion, work collaboratively and maintain effective working relationships.
- ▶ Maintain open communication lines among administrative staff as related to problem analysis and assessment; demonstrate sound judgment and problem solving abilities.
- ▶ Conduct all work with thorough attention to detail.
- ▶ Define problems with clarity and brevity and recommend effective solutions.
- ▶ Establish and maintain effective working relationships with staff, contractors, and vendors, utilizing tact and patience.
- ▶ Follow oral and written instructions.
- ▶ Demonstrate skill in performing thorough and accurate data collection and analysis.
- ▶ Demonstrate a willingness to continue education/training as required to maintain/upgrade skills and abilities.
- ▶ Skill in the use of appropriate and necessary computer applications in word processing, spreadsheets, email, and data management.

EDUCATION

- ▶ Paralegal certificate or J. D. required.
- ▶ At least one year of experience mediating disputes with sound knowledge of the mediation process, ethics, applicable state laws and standards of practice and three years of relevant progressively responsible professional experience. Ability to work with diverse populations is required.
- ▶ Must have ability to maintain confidences, exercise sound judgment and discretion, work collaboratively and maintain effective working relationships with court, staff, the judges, magistrates, community agencies, and the general public.
- ▶ Applicant must have completed a minimum of 25 hours of basic mediation training including classroom and practical training and 10 hours of lecture/discussion; candidate must be willing to acquire additional training and/or education annually to maintain that knowledge.

ADDITIONAL QUALIFICATIONS

Possession of a valid California Class C Driver's License and required State car insurance.
Ability to travel to court mediation assignments and other events, as assigned.

ESSENTIAL JOB FUNCTIONS

(Constantly = Over 2/3 time, Frequently = 1/3-2/3 time, Occasionally = Under 1/3 time, Seldom - Under 6% time)

PHYSICAL

- ▶ Standing/walking: Occasionally/frequently: in combination with walking while performing office duties, walking is usually short distances performed throughout shift on tile, carpet or concrete.
- ▶ Sitting: Frequently/constantly: on adjustable chair at desk or assigned work area. May stand as desired.
- ▶ Lift/carry: Occasionally: 1-20 lbs.; files, paperwork, supplies. Seldom: up to 35 lbs., boxes of records.
- ▶ Push/pull: Occasionally: using both arms/hands, required force of 5-20 lbs.; opening doors/file drawers, filing documents.
- ▶ Climbing: Occasionally/frequently: stairs at some locations.
- ▶ Bending/twisting: Frequently: at waist/knees/neck to and from seated position while working at desk, filing, and records handling.
- ▶ Kneeling/crouching/crawling: Not usually required. May kneel or crouch seldom while retrieving items at floor level.
- ▶ Hands/arms: Constant use of both hands/arms in reaching/handling/grasping/fingering while keyboarding, using phone, calculator, copier, and other office equipment, writing instructions, filing, and performing other administrative duties. Job requirements include forward and over shoulder reaching on a frequent basis.
- ▶ Keyboarding: Frequently: throughout work shift depending on specific work requirements.
- ▶ Sight: Constantly: in using computers, reading fine print, interacting with the public and coworkers; visual requirements include hand/eye coordination & visual acuity in near/ mid ranges.
- ▶ Speech/hearing: Constantly: in answering telephones, communicating with public, coworkers while giving and receiving instructions.

MENTAL

- ▶ Frequent mental alertness and attention to detail required while setting priorities, meeting critical deadlines and following up on assignments.
- ▶ Must possess effective written/oral communication and interpersonal skills with ability to deal with all levels of personnel and the general public in a professional and effective manner.
- ▶ Must be able to use initiative and independent judgment within established guidelines.

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- ▶ Must possess basic mathematical skills, make arithmetic calculations with speed and accuracy, and have ability to read/write/speak English.
 - ▶ Must be able to complete logs and enter data into computer accurately.
 - ▶ Must be able to read and understand all operating procedures and applicable technical information. Must be able to handle working with high volume general public in some locations.

THIS DESCRIPTION IS INTENDED TO INDICATE THE KINDS OF TASKS AND LEVELS OF WORK DIFFICULTY REQUIRED OF THE POSITION GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF MANAGEMENT TO ASSIGN, DIRECT AND CONTROL THE WORK OF EMPLOYEES UNDER SUPERVISION. THE LISTING OF DUTIES AND RESPONSIBILITIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF SIMILAR KIND OR LEVEL OF DIFFICULTY.