### Agency Name
Dispute Resolution Center of McLennan County

### Job Title
Assistant to the Executive Director/ Manager

### Job Description
**Work Schedule:** Monday through Friday 8:30 – 5:30 (occasional evening or weekend) Salaried (exempt) Mediation • Mediator for Family and Civil mediation (Willingness to take CPS training / become CPS mediator) • Mediate and co-mEDIATE as needed/ assigned • Host Zoom mediations as needed • Provide office/ zoom hosting, and document preparation support during mediation as needed • Prepare documents for mediation • Prepare for scheduled for mediations (Zoom/ virtual or office), including documents, office supplies, forms, etc. Case Intake Management - Incoming calls/ Inquiries • Manage all intake/ incoming calls, mediation scheduling, and walk-ins • Coordination and follow up with mediations and open cases • Conduct intake interviews, distribute intake forms and documents for mediation, via email, fax and /or mail • Coordinate with mediating parties to schedule mediations, and receive payment Recordkeeping, Reporting and Research • Document calls • Enter case information, survey results in Case log, update and maintain Case log • Prepare monthly and periodic reports as assigned • Prepare monthly, periodic, and annual reports • Plan and prepare reports, surveys, and research projects • Complete special projects as assigned Volunteer Training, Recruitment • Interview potential volunteer mediators • Co-ordinate volunteer observations, communication, and coaching volunteers • Observe, mentor and co-mEDIATE volunteer mediators o Communicate with E.D. volunteer readiness for mediation • Train / conduct Zoom mediation workshops DRC Mediation Training • Co-ordinate (with E.D.) training program o Assist with mediation training o Prepare training program and materials that meets the TMTR approved trainer standards o Co-recruit and organize (with E.D) trainers, panels, set-up, schedule, evaluate, and direct mediation training for DRC Other Tasks • Assist the E.D. in all tasks required to maintain the DRC and its operation • Staff the office in absence of the E.D. Required Education and skills TMCA Credential and mediation experience Competent with Microsoft Office, Excel, Zoom, DocuSign Ability to prioritize and work independently Strong verbal and written communication skills Collaborative work attitude Maintain confidentiality Willingness to learn and work a variety of other duties as assigned Prefer: Nonprofit and or legal office experience College Degree Located in or near McLennan County. Will consider qualified candidates located in Texas to work remotely

### Job Location
Waco, Texas

### Salary Range
See Job Description

### Qualifications
See Job Description

### Link to application web site (if applicable)
See Job Description

### Application Contact Name
Janet Lyon

### Phone
254 752-0955

### Email
janet@drcwaco.com

### Application will be accepted until (closing date)

If your response to this job posting results in successful employment or if the position has been filled, please email the Office of Enrollment, Career and Alumni Services at SWO@baylor.edu.