



Center for Dispute Resolution and Restorative Justice

## Center Operations Coordinator

### The Opportunity

The Center Operations Coordinator helps to create a smooth running and welcoming office environment by providing support for the staff, the Executive Director of Resolve, and a cadre of highly trained volunteers and student interns. This includes friendly, professional communication through email, phone, and in-person reception. Center Operations helps to maintain all portals to Resolve including the webpage and social media sites.

### Description of Duties

#### Center Communications

Help maintain all contact points (“portals”) to Resolve including:

- Phone and email communications, including sensitively listening to clients who may be in distress
- Front desk welcoming
- Email marketing and outreach
- Basic website maintenance
- Newsletter (MailChimp)

#### Center Management and Program Support

- Maintain conference room scheduling
- Invoice for services provided (QuickBooks)
- Track and enter data, as well as run reports; donors (Salesforce & Excel), services (Mediation CaseManager)
- Prepare training materials
- Track and order office supplies
- Prepare staff meeting agendas
- Manage registration for volunteer trainings and programs
- May perform mediation case intake with training

#### Volunteer Intake and Development

- Process volunteer applications and records
- Work with program directors to maintain and renew the volunteer base of trainers and coaches, mediators, facilitators and restorative justice practitioners
- Work with Training and Outreach Coordinator to organize regular in-service opportunities, and specialized training for developing volunteers
- Support volunteer appreciation and community building events

#### Other Duties as Assigned

### Required Skills/Experience

Candidate must be:

- Organized, attentive to detail, thorough in all aspects of work
- Friendly and helpful with a professional demeanor
- Respectful of clients and their needs and circumstance
- Experienced with database applications
- Proficient in Microsoft Office Suite
- Experience with MailChimp, Facebook and WordPress preferred
- Able to follow oral and written instructions and adept at problem solving

[resolvecenter.org](http://resolvecenter.org) • (541) 770 – 2468

1237 North Riverside Ave, Suite 25, Medford, Oregon 97501

- Willing to be a part of a collaborative team
- An effective communicator with solid writing and editing skills
- Able to operate standard office equipment, including but not limited to computers, telephone systems, scanners, copiers
- Capable of handling and managing confidential information and files

### **About Resolve**

Since 1990, Resolve Center for Dispute Resolution and Restorative Justice has been serving southern Oregon communities. Resolve helps people manage conflict through mediation, repair harmed relationships and communities through restorative justice, and advance peace through conflict resolution education and training. We are professional mediators, educators, and community volunteers dedicated to building safer, healthier communities at home, at work, and at school.

***Resolve transforms the way the people and communities of southern Oregon manage and resolve conflict, and repair after harm.***

Resolve's services include dispute resolution in the areas of family relations, divorce, schools, property, workplace, neighbor-to neighbor, landlord/tenant, small claims, elder and caretaker, adoption/birth/foster care, and foreclosure facilitation.

Each year Resolve produces professional trainings and seminars and provides an in-depth mediation course that qualifies individuals as civil mediators and earns credits for continuing education through the Oregon State Bar. Resolve also partners with businesses and organizations to bring customizable conflict and communication trainings to their employees.

Resolve's restorative justice programs work with at-risk youth, crime victims, community members, and those impacted by juvenile crime. Restorative practices are brought to regional K-12 schools to help maintain a safe learning environment by strengthening relationships and teaching how to repair them when harm is done. Student bystander empowerment and bullying intervention education, student peer mediation, and restorative practices implementation are all part of Resolves school based education programs and services.

### **Requirements for Employment**

Criminal background check  
Valid Oregon driver's license

### **Time Commitment**

This is a 32 hour/week position, Monday – Thursday, 9am-5pm. Occasional weekend or evening work may be required

### **Start Date**

Tuesday, May 15, 2018

### **Status**

Hourly, Non Exempt, part time with additional hours likely in the future

### **Pay**

\$14-15 per hour, 11 paid holidays annually, generous ETO, health insurance premium paid at 50% & HSA available

### **Application Process**

Please submit a resume and single page cover letter that addresses your fit and interest in this position and demonstrates your excellent communication skills. Include three professional references and their contact information. Please email these as one PDF with the subject heading, *Center Operations*, to the Executive Director of Resolve, Deltra Ferguson, Ph.D. [contact@resolvecenter.org](mailto:contact@resolvecenter.org). This position is open until filled. Preference will be given to applications received by April 19, 2018.

Resolve is committed to building a culturally diverse team of practitioners and strongly encourages application from minority candidates. Resolve does not discriminate on the basis of race, color, national origin, religion, sex, age, or disability in accordance with Federal and State law. In addition, Resolve does not discriminate based on gender identity and sexual preference.