



Job Posting

Job Title: Dispute Resolution Services Program Assistant
Job Status: Permanent, Non-exempt, Part-time, Hourly (Approx. 25 hours/week)

STATEMENT OF THE JOB

Provides assistance to the Dispute Resolution Services Program Director with the management, coordination and facilitation of restorative justice referrals, mediations and all related services.

ESSENTIAL FUNCTIONS:

- Provides case management – conducts intake, develops case, schedules mediation, documents disposition and follow-up reporting/evaluation.
- Answers telephone, routes callers, takes messages and provides routine information to callers about mediation services with the utmost professionalism.
- Receives and processes DRS related mailings.
- Prepares communications, letters, forms, and other general typing and initiates other documents and correspondence as appropriate.
- Maintains accurate and thorough record keeping of case files in the MadTrac database and organizes maintenance of the hard-copy case files.
- Coordinates scheduled mediations by preparing mediation packets per procedure and ensures timely delivery, locates and assigns appropriate mediation times and meeting locations within the facility with calendar maintenance, and supports mediators throughout the process from notification through completion of required documents.
- Maintains services and office practices in the absence of the DRS Program Director and prioritizes tasks appropriately and works independently.
- Demonstrates necessary critical thinking skills and appropriate decision making.

QUALIFICATIONS AND EXPERIENCE:

High school diploma/G.E.D is required. An Associates in Business Administration or a relative field is preferred.

KNOWLEDGE/SKILLS/ABILITIES:

- Microsoft Office Suite
- Multi-line telephone skills
- Works independently
- Excellent communication skills
- Ability to multi-task
- Fast-paced

Please apply by: Friday, April 29th, 2016 at 5:00 P.M.

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