



Title: Intake Specialist

Classification: Full Time/Non-Exempt

Location: Pittsburgh, Pennsylvania

Compensation: \$21.57/hour (\$44,865/year)

Grant Status: Funded annually

The Intake Specialist for Just Mediation Pittsburgh serves as the first point of contact for parties interested in eviction mediation. This position requires attention to detailed case management for mediation referrals and the ability to quickly process referrals for mediation. The Intake Specialist receives mediation referrals from Just Mediation Pittsburgh's website, voicemail system, and batched referrals from partnering landlords and inputs case information into mediation databases. This position contacts parties individually by phone and email to assess readiness to mediate. The Intake Specialist aligns the schedules of the mediation parties and prepares case documentation to be passed through the Intake & Convening Team for mediator assignments.

Responsibilities

Intake (80%)

- Receive referrals from landlord and tenant partners and determine if the referred case is appropriate for mediation
- Contact parties by phone and email to ensure willingness to participate in mediation
- Explain the mediation process and prepare parties to be contacted by their mediator
- Schedule mediation time and location based on the availability of mediation parties
- Create case tracking documentation for each mediation cases
- Maintain accurate databases to track case management information
- Collect appropriate documentation for grant reporting cycles
- Develop rapport with landlord partners who refer large numbers of cases to mediation

Special Projects (20%)

- Participate in projects related to Intake tasks that enhance the program services and processes
- Identify gaps in the systems, collaborate on solutions, and successfully implement them
- Develop written materials for projects or meetings and coordinate team schedules to ensure successful outcomes

Other responsibilities as may be assigned from time to time by their supervisor.

Skills

- Effective technology skills in Excel, Zoom, and Google platforms
- Strong virtual, phone, and in-person communication skills
- Ability to work independently and maintain organized databases
- Ability to self-direct work tasks and create attainable work plans

Qualifications

- Proven case management skills that have allowed for successful management of a high caseload
- Program coordination knowledge with a track record of meeting client needs efficiently
- Ability to meet quick deadlines and respond to new referrals promptly
- Exemplary computer skills with proficiency in videoconferencing and database management
- Experience in conflict resolution, with mediation experience strongly preferred
- Experience working with people from a wide range of backgrounds
- Strategic eye for improving organizational systems and developing programming that is responsive to client needs
- Flexibility and success in a fast-paced environment
- Detail orientation and determination to find solutions to logistical obstacles like scheduling and location conflicts
- Willingness to learn, correct mistakes, and pass on new knowledge
- Prior experience with housing services, eviction, and/or landlord-tenant concerns preferred

Requirements

This position requires occasionally flexible work hours, including evenings, and transportation access to attend rare in-person mediator meetings around Pittsburgh and Allegheny County. This position primarily involves office or non-manual work, so the employee is required to sit for prolonged periods of time. The employee must be able to lift up to 20 pounds, for example when setting up a mediation or mediator meeting.

Currently, this is a one-year grant funded position for which extension opportunities may be sought but are not guaranteed. This is an at-will employment position.

About Just Mediation Pittsburgh

JMP believes that mediation elevates underutilized community capacity to equitably address complex social issues. As a community mediation center dedicated to providing free and accessible mediation, JMP programming focuses on tenants and landlords facing the threat of eviction, though mediation is a powerful tool to resolve a wide range of disputes. JMP harnesses mediation as a community tool for justice, where conflicting parties can seek common understanding to collaboratively resolve their disputes. JMP is committed to deep listening, self-determination for conflicting parties, and equity in the face of social injustice.

Just Mediation Pittsburgh is an Equal Opportunity Employer and prohibits discrimination and harassment. All employment decisions at JMP are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, national origin, sex, pregnancy (including partners), age, ancestry, sexual orientation, gender identity and/or expression, place of birth, or any other status protected by the laws or regulations in the locations where we operate.

Application

Please submit a cover letter, resume, and three references by email to admin@justmediationpgh.org. Applicants must be authorized to work for any employer in the U.S. We are unable to sponsor or take over sponsorship of an employment Visa at this time.