



Title: Mediation Support Specialist
Classification: Full Time/Non-Exempt
Location: Pittsburgh, Pennsylvania
Compensation: \$21.57/hour (\$44,865/year)
Grant Status: Funded annually

The Mediation Support Specialist for Just Mediation Pittsburgh will work with the Mediation Support Team to coordinate the final stages of landlord-tenant mediation cases. This position will communicate with landlord-tenant community mediators to receive mediation documents, organize information sharing between mediation parties to conclude their mediation case, refer parties to post-mediation supportive services as necessary, and maintain accurate mediation case management systems. Additionally, this specialist will reschedule cases when needed and coordinate scheduling mediation continuances. As the final stage in a multi-step mediation process, this position will require detailed case processing skills and effective communication with mediation participants and colleagues.

Responsibilities

Mediation Support (70%)

- Receive mediation documents from mediators after each mediation and ensure all documentation is submitted correctly
- Maintain accurate case management information in JMP's database
- Collect appropriate documentation for grant reporting cycles

Rescheduling Cases and Scheduling Continuances (20%)

- Reschedule cases according to JMP's rescheduling policy
- Schedule continuances with mediators and parties for cases that require more than one mediation
- Coordinate closely with the Mediation Support Team to ensure clear pathways for rescheduling cases

Community Mediator Engagement (10%)

- Develop positive rapport and maintain clear communication channels with the community mediator pool
- Support community mediator engagement efforts, trainings, and meetings
- Track mediator participation and report to Program Coordinator for prompt stipend payments

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

Qualifications

- Experience working with people from a wide range of backgrounds
- Detail-orientation and determination to find solutions to logistical obstacles like scheduling and location conflicts
- Flexibility and success in a fast-paced environment
- Willingness to learn, correct mistakes, and pass on new knowledge
- Ability to meet quick deadlines and respond to new referrals promptly

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
- Organization of an efficient work calendar

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.