



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

The Mediation Administrative Specialist for Just Mediation Pittsburgh will be responsible for ensuring that all mediators and mediation participants receive the necessary information for their scheduled mediation. This position is the connection point between JMP's intake process and the date of mediation for all landlord-tenant mediation cases. Part volunteer coordinator and part information distributor, the Mediation Administrative Specialist will maintain frequent and clear communication with JMP's pool of community mediators to ensure that a mediator is assigned to each case, and will distribute case information and mediation details to all parties.

Responsibilities

Distributing Case Information (65%)

- Coordinate Zoom rooms and create Zoom links for each mediation
- Distribute information about mediation time and location to mediators and mediation parties
- Input appropriate mediation data into JMP's client relationship management system
- Contribute to effective case flow communications within the JMP Intake & Convening team
- Input appropriate documentation for grant reporting cycles

Assigning Mediators (20%)

- Maintain an accurate list of active mediators, coordinating with the Lead Mediator to ensure up to date records
- Assign a mediator to each scheduled mediation and communicate referral information
- Maintain an updated community mediator calendar to streamline mediator assignments
- Utilize the organization's database to update mediator records as needed

Administrative Responsibilities (15%)

- Support community mediator engagement efforts, trainings, and meetings
- Coordinate with the Mediation Support Team to maintain and communicate current administrative policies and procedures for community mediators

- Generate regular reports and provide operational support for the Intake and Mediation Support teams
- Participate in projects related to mediation enhancement that streamline the program services and processes

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.