

**THE CITY OF NEW YORK
OFFICE OF ADMINISTRATIVE TRIALS AND HEARINGS
CITYWIDE JOB VACANCY NOTICE**

Civil Service Title: Community Coordinator	Level:	Title Code: 56058
Office Title: Mediation Coordinator	Salary: \$50,000 - \$70,000 Annual	
Bureau: Center for Creative Conflict Resolution (CCCR)		
Division: Trials Division	Number of Positions: 1	
Work Location: 66 John Street, New York, NY 10038	Hours/Shift: 35 Hours/Week	

JOB DESCRIPTION

The New York City Center for Creative Conflict Resolution (“Center”), under the auspices of the Office of Administrative Trials and Hearings (OATH), is a newly designed citywide conflict resource center launched in May 2015. Its mission is to serve as an internal conflict support for City government and to assist City agencies and their employees in managing and resolving conflict in positive ways. The Center is committed to developing and employing innovative conflict responses that are accessible, professional, non-punitive, educational and cost-effective.

The Mediation Coordinator will play a critical role in developing the Center’s initiatives, helping to develop and manage client relationships with key personnel throughout City government agencies and expanding awareness of OATH’s Center for Creative Conflict Resolution. The Mediation Coordinator’s responsibilities will include but are not limited to:

- Development and implementation of marketing and outreach strategies to further increase the visibility of the Center and its services and the referral of cases for mediation
- Developing educational techniques to promote the Center’s services to city agencies and employees
- Proactively conducts conflict consultations to assist new and existing clients to identify and think through difficult conflicts in the workplace, and to help them determine which are appropriate for mediation or better handled by other means
- Conducting case development of the Center’s mediation referrals to maintain quality control of pre-mediation procedures, and to ensure parties and representatives are well informed of the process
- Conducting data collection protocols and post mediation surveys; producing statistical reports as required
- In coordination with OATH’s Assistant Commissioner for Public Affairs, developing marketing and public awareness efforts utilizing social and print media and maintaining the Center’s website and generating supplementary outreach materials
- Creating brochures, and other materials
- Providing assistance to the Center’s staff to increase the capacity and effectiveness of local outreach and direct services
- Supporting the Director with mediation and conflict management training
- Co-mediating complex workplace disputes as needed

QUALIFICATION REQUIREMENT

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above; or
2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties as described above; or
3. Education and/or experience which is equivalent to "1" or "2" above. However, all candidates must have at least one year of experience as described in "1" above.

Preferred Skills:

Preference will be given to candidates who can demonstrate exceptional communication, public speaking and interpersonal skills; excellent writing, organizational and analytical abilities; substantial experience in case management, marketing or program development and research in a dispute resolution or mediation program; experience in understanding and managing work place conflict and demonstrated interest in mediation and conflict resolution. Minimum of 2 years mediation experience a must. Workplace mediation experience preferred. History of volunteerism, such as service in the AmeriCorps or Peace Corps, is viewed favorably.

To Apply:

Applicant must be a New York City resident within 90 days of appointment. Interested candidates should apply online via *NYC Careers* on the **NYC.gov** website (<http://www.nyc.gov/html/careers/html/home/home.shtml>). No telephone calls, faxes or personal inquiries please. Only those candidates under consideration will be contacted.

For more information about OATH, visit us at: www.nyc.gov/oath

Post Date: 3/24/16	Post: Until Filled	JVN: 820-2016-000022
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