

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

<b>Civil Service Title: Community Coordinator</b>	<b>Level:</b>	<b>Title Code: 56058</b>
<b>Office Title: Conflict Resolution Specialist</b>	<b>Salary: \$ 59,116 – 84,299</b>	
<b>Bureau: CCCR</b>		
<b>Division: Center for Creative Conflict Resolution (CCCR)</b>	<b>Number of Positions: 1</b>	
<b>Work Location: 66 John Street, New York, NY 10038</b>	<b>Hours/Shift: 35 Hours/Week</b>	

**ABOUT OATH:**

The City of New York’s Office of Administrative Trials and Hearings (OATH) is the nation’s largest administrative tribunal, holding approximately 400,000 trials and hearings a year. As the City’s central, independent administrative law court, OATH adjudicates a wide range of matters filed by nearly every city agency, board and commission. OATH also houses the Center for Creative Conflict Resolution which provides mediation and restorative justice support to City government agencies and the general public, and the Administrative Judicial Institute, a resource center that provides training, continuing education, research and support services for administrative law judges and hearing officers.

**JOB DESCRIPTION**

As per Executive Order 63, The Center for Creative Conflict Resolution (CCCR) serves as a conflict resource and support for New York City government, its agencies, employees, unions, and the public they serve. Operating under the auspices of the Office of Administrative Trials and Hearings (OATH), CCCR works to create positive change in the ways conflicts are managed and resolved within New York City government. The Center provides a wide range of services to City government employees and agencies, including workplace conflict mediation, conflict coaching, training, group facilitation, consultations, restorative practices, and dispute systems design. CCCR is committed to developing and employing innovative conflict responses that are accessible, professional, non-punitive, educational, and cost-effective.

OATH seeks to hire one (1) Conflict Resolution Specialist with substantial experience in conflict resolution or restorative practices work to assist in the Center’s provision of services to City agencies. Those services will include group facilitation, use of restorative approaches such as circle process, workplace mediation, conflict resolution and communication skills training, dispute systems design, and providing conflict coaching and leadership development support as appropriate. With mentoring and/or appropriate background and skills set, the Conflict Resolution Specialist will have the opportunity to participate in all CCCR services.

Specific Duties of the Conflict Resolution Specialist will include, but are not limited to:

- **Managing Intake Process:** Responsible for managing all referrals for CCCR services. This includes conducting conflict assessments with referring officers and agency Alternative Dispute Resolution Coordinators (ADRC) to help them identify and analyze challenging interpersonal workplace conflicts and guide them in the referral process. The Specialist will assist in determining appropriate conflict resolution services through CCCR or other means.
- **Supporting the ADRC Network:** Under the oversight of the Director for ADR and Restorative Programming, the Specialist is primarily responsible for developing and maintaining relationships with the citywide ADRC network; ensuring that the ADRC list stays up-to-date; developing content for and co-leading quarterly ADRC meetings; conducting periodic consultations with the ADRCs to help them assess agency conflict needs, both in the workplace and in public-facing work; helping ADRCs identify potential dispute systems design projects; and communicating with the ADRC network throughout the year to provide resources and to build community.
- **Case Development:** Conduct case development for mediation referrals to maintain quality control of pre-mediation procedures, and to ensure all parties and representatives are well informed of the process.
- **Providing Conflict Resolution Services:** Depending on the Specialist’s training, experience level and professional interest, participate in the provision of all Center services, including conducting workplace and community-facing mediations, providing conflict coaching services, facilitating group processes, leading restorative circles, supporting with trainings and workshops and participating in dispute system design projects.
- **Increasing Capacity and Effectiveness:** The Specialist will assist CCCR staff in enhancing the Center’s outreach efforts

and the effectiveness of its direct services, including participating in presentations to City agency leaders or groups, community groups and/or members of the public and helping to develop strategies to reach more individuals and agencies in need of conflict resolution services.

### **QUALIFICATION REQUIREMENT**

1. A baccalaureate degree from an accredited college and two years of experience in community work or in an area related to the duties described above;
2. High school graduation or equivalent and six years of experience in community work or work 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 hold a J.D. or Masters Degree (or equivalent) in Dispute Resolution, Negotiation, Organizational Development, Social Work or related fields. Preference will also be given to candidates who can demonstrate substantial experience with: mediation; dispute systems design; training in restorative justice practices; exceptional communication, public speaking and interpersonal skills; certification or experience in conflict coaching or leadership development; excellent writing, organizational and analytical abilities; experience in understanding and managing workplace conflict and demonstrated interest in mediation and conflict resolution. 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](http://www.nyc.gov/oath)**

**Post Date: 7/13/2023**

**Post: Until Filled**

**JVN: 820-2023-593121**

**OATH and the City of New York are Equal Opportunity Employers**