

**DisputeResolution**  
CENTER of KING COUNTY  
**Mediation Services Case Manager**

Position starts at \$18/hour, 24 to 32 hours a week

This position is a non-exempt position and reports to the VSHL Program Manager

**This position is *partially* grant funded and dependent on continued funding**

The Dispute Resolution Center of King County seeks to recruit persons of diverse backgrounds with priority on communities served by the organization - and to support and nurture their retention and advancement within the organization. We are deeply committed to continuing to foster a workplace culture inclusive of people not only in race, ethnicity, national origin, gender identity, sexual orientation, socio-economic status, veteran status, marital status, age, disabilities, political affiliation, and religious beliefs but also in cultural backgrounds, life experiences, thoughts, and ideas. Our commitment to justice and diversity also means providing a work environment that is welcoming, respectful and engaging.

The Case Manager is a key team member at the Dispute Resolution Center of King County (DRC). The Case Manager is responsible for managing a variety of different tasks that support the DRC: mediation, intake, conflict coaching, outreach, coordinating mediators, and working with a CRM database.

**Primary Duties**

- Provide intake, information and referral, problem-solving, conciliation, conflict coaching, and mediation services at the DRC.
- Respond to mediation inquiries from clients and organizations, conduct client intake, and screen cases for appropriate service.
- Manage multiple cases effectively and efficiently.
- Manage a high volume of telephone interactions.
- Create and maintain electronic and hard copy case files.
- Schedule clients for mediation sessions, tracking case details via the Salesforce database.
- Compile and report statistics on cases handled.
- Prepare cases for mediation and answer client and mediator questions, ensuring that standards of practice is implemented according to requirements of the Uniform Mediation Act.
- Coordinate with Mediation Services team.
- Participate collaboratively as a DRC staff member with clients and the rest of staff.
- Represent the DRC in a positive and professional manner with clients, mediation students, board members and other constituents.
- Complete additional duties as assigned.

**Qualifications:** The ideal candidate for this position will have successfully completed a basic mediation training program, with practical experience mediating a variety of different disputes is preferred. This position requires someone who is very detail oriented and organized, with the ability to work with clients experiencing stressful, conflicted and emotional situations. Familiarity with standard office equipment and computer literacy is required. A commitment to confidentiality of privileged information, good interpersonal communication, teamwork, a confident telephone demeanor and effective written communication skills are essential. The ability to work with persons from diverse socioeconomic, ethnic and cultural backgrounds is required.

**To apply, please send an email with your resume attached to: Caroline Davenport at [carolined@kcdrc.org](mailto:carolined@kcdrc.org).  
Position open until filled.**