

The Housing Division of the Cleveland Municipal Court has an opening for a full-time Court Mediator. Interested candidates should submit a resume and cover letter to housingcourtempoyment@cmcoh.org (please indicate Court Mediator in the subject line of your email). To be considered your materials must be received by 4:00 PM on Tuesday, April 30, 2019.

**CLEVELAND MUNICIPAL COURT – HOUSING DIVISION
POSITION DESCRIPTION**

Job Title:	Housing Court Mediator	FLSA Status:	Non Exempt
Department:	Specialists	Civil Service:	Unclassified
Supervisor:	Chief Housing Specialist	Employment Status:	Full Time
Starting Salary:	\$20.60/hour - \$42,840/year		

JOB PURPOSE AND OVERVIEW

The Housing Court Mediator provides alternative dispute resolution to the public through mediation of Housing Court cases. The Mediator will facilitate discussions and communication with litigants from the eviction docket, rent escrow cases, and small claims docket in an effort to reach an agreement by the parties.

ESSENTIAL DUTIES AND RESPONSIBILITIES OF THE POSITION

The following duties indicate the general nature and level of work performed by the Housing Court Mediator. They are not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of this position. Other duties may be required or assigned at any time.

1. Advise the public and parties concerning the mediation process.
2. Conduct mediations, facilitating the discussion of civil housing cases between parties as referred by the Court.
3. Prepare settlement agreements and/or Court Orders as needed.
4. Document dispositions and events in the Court’s case management system.
5. Assist department managers in developing and revising Court mediation forms.
6. Prepare and maintain statistical records and reports for program evaluation.
7. Answer and return telephone calls from the public.
8. Attend neighborhood and community outreach events.
9. Maintain continuing education hours in accordance with department policies with a focus primarily on mediation training.
10. Follow current standards and best practices in the field of mediation.
11. Perform other related duties as instructed by the Judge.

QUALIFICATIONS AND REQUIREMENTS

1. A bachelor’s degree or higher in Behavior, Social Science, Conflict Resolution or related field.
2. Completion of at least 40 hours of mediation training.

3. Ability to effectively communicate with the public, governmental agencies, attorneys and Court Staff in a professional manner.
4. Knowledge of the Uniform Mediation Act.
5. Experience providing mediation services in court referred program and/or knowledge of the Housing Court process with civil cases.
6. Possess good conflict resolution, problem solving, patience and presentation skills.
7. Ability to prioritize work, work independently on assigned cases. Must have good time-management skills and be highly organized and detail-oriented.
8. Must be conscious of and sensitive to the diversity within the Court's jurisdiction and be able to interact professionally with this diverse population of people from many different geographic, socioeconomic, religious, racial, and ethnic backgrounds on a regular basis.
9. Ability to effectively and professionally communicate verbally and in writing in English to diverse audiences.
10. Professional appearance and demeanor appropriate for the position and expected of a representative of the Court.
11. Knowledge of common office practices, procedures, and equipment.
12. Proficiency in operating a personal computer and using, or being able to learn, Microsoft Office products such as Word, Outlook, and Excel.
13. Ability to maintain sensitive and confidential information.
14. Demonstrated dependability, reliability, and excellent attendance record.
15. Patience, objectivity, maturity, effectiveness under stress, initiative, adaptability, and sound judgment.
16. Valid Ohio driver's license.

Additional consideration will be given to applicants who have the following qualifications: previous experience working in a Court system; knowledge of the Ohio Landlord-Tenant Act; knowledge of the Uniform Mediation Act and/or prior mediation experience.

The qualifications and requirements listed above are guidelines for selection purposes. Alternative qualifications may be substituted if considered by the Court to be sufficient to demonstrate the ability to perform the essential duties of the position.

COURT EXPECTATIONS OF EMPLOYEE

The Court expects all members of its staff to adhere to all Court policies, guidelines, practices and procedures; act as a role model both inside and outside the Court; perform duties as workload necessitates in a timely, accurate and thorough manner; be conscientious about meeting department productivity standards; and communicate regularly with supervisor about department issues.