

<b>POSITION:</b>	ERPP Resolution Specialist I	<b>SUPERVISOR:</b>	Direct: ERPP Supervisor Indirect: Executive Director
<b>FLSA STATUS:</b>	Hourly: Non-Exempt	Hours:	25 hours per week / M-F 10am-3pm (flexible hours as needed to serve clients, including weekends and evenings, with overtime pre-approval by the Executive Director).

This job description is prepared to support our mission to promote and provide for peaceful resolution of conflict through mediation, facilitating, conciliation, and other means, in Jefferson and Clallam Counties. The purpose of this job description is to provide a guide by which you and the management of Peninsula Dispute Resolution Center (PDRC) may measure your progress and ability to meet our commitment.

### POSITION SUMMARY

**The Eviction Resolution Pilot Program (ERPP) Resolution Specialist I is an entry level position, part-time (25 hours per week), paying \$21. per hour. Successful, new-hire sign on bonus totaling \$1000. provided (one month, six months split).** This position, with case management duties, also has extensive in-house training to prepare the right person for this opportunity. This position is funded by SB 5160 through June 30, 2023. The Resolution Specialist is responsible for the intake, case management and coordination of the Eviction Resolution Pilot Program's (ERPP) services, data entry, reporting program outcomes and support of ongoing community dispute resolution services. This position works closely with community organizations and agencies, reports directly to the ERPP Supervisor and indirectly to the Executive Director. **This position works at the PDRC office located at 319 South Peabody Street, Port Angeles, WA 98362. COVID-19 vaccinations required prior to employment. Ability to work from home remotely may be required. Computer equipment and cell phone would be provided by PDRC.**

### ESSENTIAL RESPONSIBILITIES

#### Primary Job Responsibilities

- Understanding and commitment to the mission of PDRC.
- Follow PDRC employee manual including policies, procedures and operating standards in performance of all job duties.
- Under the direction of the Resolution Specialist Supervisor, provide ERPP services from intake to case closure utilizing both in person and online methods per established PDRC policies and procedures.
- Maintain strict confidentiality of client and PDRC information.
- Maintain strict neutrality when working with PDRC clients.
- Represent PDRC positively when working from the main reception area by answering PDRC phones, performing clerical duties such as filing, making file copies, creating client hard copy and online files, faxing, scanning, mailing, etc.
- Provide information and referral for cases that do and do not fall within the scope of services provided by PDRC ~ ERPP and/or PDRC ~ DRS (i.e., legal, rent assistance and social services, etc.).
- Assist tenants and landlords in completing PDRC ~ ERPP forms and notices, being aware of never providing legal advice.
- Data entry for PDRC's Caseload Manager and Resolution Washington data base and others as needed to comply with PDRC procedures and grant requirements.

- Follow all PDRC's policies, procedures and operating standards in performance of job duties.
- Create and maintain electronic and hard file copies for tracking case management, including Word, Excel, Adobe and other common public software systems.
- Correspond by regular mail, email, phone, online platforms and other means as needed with clients and PDRC staff and volunteers.
- Ability to explain all PDRC services and procedures with clients, community agencies and services partners, especially related to the ERPP.
- Prepare cases for referral, mediation, conciliation, meet & confer and other PDRC services.
- Correspond with clients, mediators, volunteers, and observers regarding scheduling/ scheduled mediations or other dispute resolution services.
- Discuss and problem-solve with supervisor or Executive Director any cases with special issues or red-flags.
- Maintain accurate client and volunteer records (client database and files) to ensure that case information, requirements and deadlines, evaluations and mediator records are accurately maintained.
- Maintain and adhere to PDRC and Resolution Washington Association quality assurance and certification policies and procedures in addressing any challenges that arise with PDRC's interests in the forefront.
- Attend required trainings and meetings to stay current with PDRC standards, policies, procedures, and operating practices.
- Conduct outreach both in person and online in Clallam and Jefferson Counties as time permits.
- Mediate, Conciliate and provide Conflict Coaching after successful training when appropriate.

### **Secondary Job Responsibilities**

- The ability to work a flexible work schedule if needed.
- Keep work and reception area clean and sanitized.
- Prioritize among competing deadlines with a busy workload and office.
- Backup PDRC ~ DRS office as needed.
- Excellent attention to detail and accuracy of work.
- Exhibit excellent interpersonal skills and the ability to work with people of diverse backgrounds, cultures, personalities and situations.
- Work within PDRC budget guidelines related to these job duties.
- Prepare professional reports and correspondence in writing.
- Present information, policies and procedures in a clear manner.
- Represent PDRC positively to the community.
- Establish and maintain positive working relationship with other team members.
- Foster positive communications and relationships with team members and clients.
- Keep up to date on industry trends and developments.
- Always present a professional appearance, attire and demeanor while on duty.
- Other tasks, duties and projects as assigned by your supervisor and/or the Executive Director.

<b>QUALIFICATIONS</b>
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### **Minimum Qualifications**

PDRC ~ ERPP = Resolution Specialist I – (4/2022)

- Non-Profit work experience: 1-year successful experience working for a non-profit organization.
- Prior successful work experience in customer service, customer relations, social services, case work and management, or related experience.
- Associate Degree: Education requirements may be substituted by additional work experience and trainings.
- Ability to work in the office from Monday through Friday from 10am to 3pm weekly. Evenings and weekends may also be required to meet client needs and schedules.
- Be able to successfully pass a Washington State Patrol background check.

### **Desired Qualifications**

- Bachelor's Degree in social science or humanities.
- Paid or volunteer experience or certification in mediation, facilitation, conciliation, conflict coaching or related field.

### **Skills and Abilities**

- Ability to maintain a neutral and impartial demeanor at all times.
- Experience working effectively and cooperatively with diverse individuals and groups.
- Experience working with people in crisis and emotional circumstances.
- Proven verbal, written and interpersonal communication skills.
- Confident and courteous telephone demeanor.
- Experience executing multiple projects and priorities in a professional and timely manner.
- Highly evolved organizational and time management skills, proven ability to be consistent with processes and daily tasks.
- Ability to maintain strict confidentiality of protected information.
- Strong computer knowledge, including relevant internet searches, online platforms, Microsoft applications (Excel, Word, Outlook) and social media sites.
- Experience in developing and/or writing reports and professional business correspondence.
- Ability to effectively present information in a clear manner, demonstrate procedures and respond to questions.
- Experience working within a budget, related to your job duties.

<b>PHYSICAL REQUIREMENTS Etc.</b>
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- Frequent standing, walking, and sitting.
- Frequent lifting and carrying up to 10 pounds.
- Occasional lifting and carrying up to 20 pounds.
- Must be able to work at computer or desk area for extended periods of time.

<b>COMPANY-WIDE JOB REQUIREMENTS/RESPONSIBILITIES</b>
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- Be responsive toward clients and team members, both internal and external.
- Be courteous, respectful and responsive to client and team member requests.
- Participate fully in creating and maintaining a supportive and team-oriented work environment.
- Make open and effective communication a priority.
- Display initiative and cooperation to resolve challenges of any kind, be it with a client or a team-member.

- Exemplify the desired culture and key values of the organization.
- Be on time.
- **COVID-19 vaccinations required to comply with current state/federal proclamations plus status card before start of employment.**
- **Facial masks may be required in the office to comply with current state and federal proclamations.**

Employees of PDRC are expected to maintain a professional image and attitude consistent with PDRC's vision, mission, values and objectives. Employment with PDRC will be in accordance with our "At-Will" policy. This means that just as you may leave your PDRC position at any time, PDRC may terminate your employment at any time.

This job description should not be considered all-inclusive. The employee understands that the job description is neither complete nor permanent and that it may be modified at any time by the Executive Director. This job description does not create a contract of employment. It is simply an outline of expected duties for the position.

I acknowledge receipt of this job description, understand the contents and commit to fulfilling all requirements listed. I will ask my supervisor or the Executive Director when any questions arise about the execution of my job duties.

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 Employee Signature

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 Date

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 Employee Name (Printed)

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 Executive Director (Printed)

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 Executive Director Signature

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 Date

**Diversity, Equity and Inclusion:** Peninsula Dispute Resolution Center is committed to providing employment and volunteer opportunities to any and all qualified and experienced members of our communities.