



## **Utah Dispute Resolution Announcement of Staff Position Opening Mediation Case Manager**

**Utah Dispute Resolution (UDR)** is a nonprofit organization that operates a community mediation center, headquartered in Salt Lake City with a satellite office in Ogden. The organization exists to provide low- and middle-income residents throughout Utah with quality mediation services and training in mediation and dispute resolution.

**Job Location:** Law & Justice Center; 645 South 200 East; Salt Lake City, Utah 84111

**Job Title:** Mediation Case Manager (Full Time)

**Wage Range:** \$12-\$14 per hour, starting wage range

### **Case Management Responsibilities**

UDR Case Managers coordinate mediation cases for the Family and Community Mediation programs at UDR. Among their responsibilities, UDR case managers:

- Respond to phone and walk-in inquiries about services.
- Conduct preliminary and follow-up intake interviews with potential clients.
- Screen cases to ensure suitability for mediation.
- Assign appropriate volunteer mediators to cases.
- Schedule mediations according to availability of all parties.
- Send scheduling and closing letters.
- Reserve mediation rooms and arrange for special needs.
- Maintain database entries for mediation cases.
- Perform routine office tasks as needed: answering phones, maintaining database, filing.
- Assist other staff members with their responsibilities as needed.
- Complete other tasks as assigned.

### **Minimum Qualifications:**

The ideal candidate for this position possesses these qualifications:

- Is committed to the mission and goals of Utah Dispute Resolution.
- Has prior experience working with people in service-related jobs.
- Demonstrates a "customer service attitude."
- Demonstrates excellent verbal and written language skills.
- Is organized, detail-oriented, and capable of multi-tasking.
- Has an ability to work both independently and as part of a team.
- Is enthusiastic, self-motivated, creative, resourceful, and learns quickly.
- Has the desire and ability to work with people of diverse backgrounds.
- Possesses strong leadership and problem-solving skills.
- Shows a willingness to ask questions for clarification and job completion.
- Has strong computer skills and experience using Microsoft applications.
- Has completed a high school diploma at a minimum, higher education preferred.

**TO APPLY:** Download an application form online at [www.utahdisputeresolution.org](http://www.utahdisputeresolution.org) (click on *FAQs-Career FAQ*) or request an application from UDR

Submit a completed application form with resume and mail to:  
Utah Dispute Resolution  
ATTN: Position Opening  
645 South 200 East  
Salt Lake City, Utah 84111

**APPLICATION DEADLINE:** Open until filled