

**NORTHWEST MEDIATION CENTER – JOB ANNOUNCEMENT:
ADMINISTRATIVE ASSISTANT/INTAKE SPECIALIST**

Job Announcement: Administrative Assistant/Intake Specialist

Position: Non-exempt; 32-40 hours per week; \$20-22 per hour, DOE; in-person.

Reports to Executive Director. Open until filled.

Respond: with cover letter, résumé and 3 professional references, to leslie@nwmediationcenter.com
subject line: “Administrative Assistant/Intake Specialist”

Required Qualifications:

- Passion for community service, nonviolent communication, and peaceful problem solving.
- Conflict Resolution and client intake training/background
- 36 to 40-hour Basic Mediation Training (may be acquired after hire)
- Strong verbal and writing skills; calm telephone voice and style
- Ability to work compassionately with individuals in conflict and affected by trauma
- Familiarity and ease with use of databases, Zoom, and Microsoft Office applications
- Flexibility, accuracy, and attention to detail
- Ability to work collaboratively with a small team, partially remote

Primary Job Duties:

- Administrative Duties: General assistance to Executive Director (e.g., vendors, associations, HR, insurance, etc.)
 - Office maintenance; errands as needed (filing, equipment management, supplies, minor cleaning, etc.)
 - Coordinate meetings and events; maintain organization records/files
 - Open the office at 9AM and close at 4PM
- Intake Duties: Answer office phone, interact empathetically with callers, and redirect calls appropriately
 - Do formal first party intake with callers (and website inquiries) requesting mediation:
 - Screen all mediation requests for DV and/or conflicts of interest
 - Complete intake or forward to Lead Intake Specialist, as necessary
 - Open new mediation contact/client files in the database; close cases when completed
 - Provide Information/Referral to callers for whom mediation is not currently an option or appropriate
 - Keep detailed call log and case information up to date in the database
 - Greet walk-in individuals, doing intake or redirecting to resources, as necessary
- General:
 - Work toward Northwest Mediation Center’s goals
 - Maintain self-care and appropriate self-expression within the workplace

Veterans and people from diverse ethnic and cultural backgrounds are highly encouraged to apply.

Northwest Mediation Center (NMC) 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 all people. This means inclusivity in race, ethnicity, national origin, gender identity, sexual orientation, socio-economic status, veteran status, marital status, age, disabilities, political affiliation, and religious beliefs, as well as 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.