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**NORTHWEST MEDIATION CENTER – JOB ANNOUNCEMENT:  
 OFFICE MANAGER/PROGRAM ASSISTANT**

**Job Announcement**: Office Manager/Program Assistant  
**Position**: Non-exempt; 20-30 hours per week; $21-23 per hour, DOE; in-person; paid holidays and vacation; free downtown parking; reports to Executive Director; healthcare and retirement not provided. Open until filled.  
**Respond**: with cover letter, resumé and 3 professional references to [leslie@nwmediationcenter.com](mailto:leslie@nwmediationcenter.com), subject line: “Office Manager/Program Assistant”

**Required Qualifications**:

* Passion for community service, nonviolent communication, and peaceful problem solving
* Conflict resolution and/or client intake background or training
* 36 to 40-hour Basic Mediation Training (acquired after hire)
* Strong English language, 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
* Comfort maintaining office equipment
* Flexibility, accuracy, excellent organizational skills, and attention to detail
* Self-starter, enthusiastic, and creative
* Comfort working in office alone, when other employees are working remotely
* Ability to work collaboratively with a small team that works partially remote

**Primary Job Duties:**

* Office management duties
  + Open the office at 10 AM and close at 3-5 PM
  + Office maintenance (e.g., filing, equipment management, supplies maintenance, minor cleaning, plant-care, display maintenance, etc.)
  + Errands as needed (e.g., order/obtain supplies; do bank deposits)
  + Coordinate organization events
  + Coordinate staff/community partner meetings
  + Maintain organization records/files
  + Assist with donor and board relations
  + Prepare facility for in-person mediations and meetings
  + Prepare facility for hybrid staff meetings
* Program Assistant Duties
  + Community Education Classes: Scheduling and coordination of classes and participants
  + Intake: Mediation party intake - answer office phone, interact empathetically with callers, and redirect calls appropriately
    - Do formal mediation first party intake with callers (and website inquiries) requesting mediation:
      * Screen all mediation requests for domestic violence 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/referrals to callers for whom mediation is not currently an option or appropriate
    - Keep detailed call log and case information up to date in the internal database
  + Training:
    - Participate in-house and community partner trainings
    - Assist with preparations for classes (some evenings and weekends), including participant contact, facility preparation and technical arrangements
  + Special Projects: Assist as needed with Restorative Practices, Housing Program, outreach tabling (also some weekends), substituting for absent staff, etc.
  + Client Service: Greet walk-in individuals, doing intake or redirecting to resources, as necessary
* General:
  + Non-profit experience preferred, but not required
  + Bi-lingual a plus
  + Participate in staff meetings
  + Use any free office time to learn more about conflict resolution (e.g., reading, videos)
  + Be comfortable with occasional worktime flexibility
  + Be available for occasional tabling and other outreach activities
  + Maintain self-care and appropriate self-expression within the workplace
  + Work toward Northwest Mediation Center’s goals and mission

**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.***om