

TOLEDO MUNICIPAL COURT-JUDGES' DIVISION  
CLASS SPECIFICATION  
**Mediator**

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Department:	Citizen's Dispute Settlement Program
Reports To:	Senior Mediator, CDSP
Job Code:	8021
Date Established:	April 1, 1983
Ordinance No:	824-85
Salary Level:	10
Salary Amendments:	Ord. No. 248-83, March 29, 1983
Classification Last Revised and Approved:	March 21, 2007

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**DEFINITION:** Under general supervision, performs work of moderate difficulty in screening mediation referrals of select TMC civil and criminal cases and working with case parties to reach a timely and mutually satisfying solution through mediation. Responsible for the Check Resolution Service program. Conducts Collection Mediation Services.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

➤**Screens Pre-Adjudication And Adjudicated Cases For Resolution Through Mediation.**

Including, but not limited to: working with court staff and the prosecutors' office to identify cases (civil, housing, small claims) for mediation screening; conducting case assessment to screen parties using interviewing skills and brief counseling techniques; directing parties through mediation or referring parties to community resources and social service agencies as identified.

➤**Mediates or Coordinates Mediation for Assigned Cases.** Including, but not limited to: acting as case manager for assigned cases; providing a quick, effective and responsive mediation or expeditiously coordinating volunteer mediators; establishing and maintaining accurate communications between parties, mediators, and respective counsel; assisting parties in identifying issues and working through barriers to consensus; encouraging and supporting party compliance with mediation agreements.

➤**Performs Record-Keeping and Other Administrative Duties Related to Mediation.**

Including, but not limited to: assisting in maintaining a computerized mediation schedule; rescheduling mediations as needed; tracking significant caseflow measures and other statistical data measures for assigned cases; processing cases where one party has failed to show for a mediation in accordance with program policy; maintaining case notes and files, including both paper and electronic files; preparing written reports to Judges or magistrates on case progress and recommendations; preparing settlement agreements and judgment entries.

➤**Public Relations.** Including, but not limited to: assisting in coordinating volunteer mediators; assisting participants and members of the public in understanding and accepting the mediation

process; making presentations to bar association, community groups, and other groups regarding mediation program; educating Court staff about assessing and screening parties for the mediation program; serving as a mentor and co-mediator for newly hired department staff.

➤**Conducts Check Resolution Service Program and Collection Mediation Service Program.**

Including, but not limited to: accepting and processing complainant forms for program participation; creating and maintaining case files; contacting defendants regarding program; encouraging and supporting check-writers to participate in program; scheduling mediation; conducting mediation; referring complainants to Toledo City Prosecutor's Office in cases where mediated agreement is not obtained; tracking statistics and success benchmarks for the Program.

➤**Other Duties As Assigned. The Toledo Municipal Court Judge's Division retains the right to add, delete, or modify the duties of this position at any time.**

**KNOWLEDGE, SKILLS AND ABILITIES:**

**Knowledge**

- Knowledge of Municipal Court operations, CDSP policies and procedures, and legal terminology
- Knowledge of applicable laws and standards of practice for mediation and dispute resolution
- Knowledge of mediation and dispute resolution theories, principles, practices and techniques
- Knowledge of counseling techniques and psychology of human behavior
- Knowledge of community assistance agencies and community resources available to which case parties may be referred
- Knowledge of effective written and oral communication techniques and practices, including spelling, grammar and punctuation
- Knowledge of record systems and maintaining updated/current records
- Knowledge of NORIS applications, MS Windows/Excel/Powerpoint/Outlook

**Skill**

- Skill in mediation and dispute resolution
- Skill in listening and communicating
- Skill in composing, proofreading and finalizing a variety of documents, including mediation agreements, case reports and judgment entries
- Skill in dealing with the public
- Skill in speaking clearly
- Skill in creative problem solving
- Skill in evaluating the needs, wants and problems of others and supplying meaningful solutions
- Skill in crisis intervention and diffusing conflict
- Skill in maintaining confidential records
- Skill in accurately tracking, compiling and analyzing detailed data, statistics
- Skill in coordinating appointments and schedules
- Skill in establishing and maintaining effective working relationships with others

## **Ability**

- Ability to effectively deal with intense emotional and/or adversarial situations to obtain resolutions based on a consensus among parties
- Ability to maintain a courteous and professional demeanor under stressful conditions, including the ability to effectively communicate with upset or frustrated citizens
- Ability to interact in a courteous and professional manner with diverse populations, including but not limited to judges, co-workers, and other departments/agencies, and customers (including attorneys, mediating parties, and their families)
- Ability to maintain effective working relationships with judges, co-workers, and other departments/agencies
- Ability to effectively interact with the public, including the ability to speak clearly
- Ability to interview individuals to obtain information necessary to provide meaningful and accurate assistance
- Ability to earn and maintain the trust of others
- Ability to quickly understand complex situations and to help people evaluate a variety of options
- Ability to work both independently with minimal direction and collaboratively as part of a team
- Ability to read and comprehend written material, including case entries
- Ability to draft agreements in understandable and unambiguous terms
- Ability to write neatly and legibly and ability to take accurate notes
- Ability to prioritize tasks and complete them in a logical order
- Ability to document work activities, manage time and meet deadlines
- Ability to correctly interpret and implement CDSP and court policies
- Ability to create, maintain and use filing system, and prepare and maintain business records, including confidential program participant files
- Ability to collect and analyze data and prepare and maintain reports
- Ability to maintain confidentiality regarding mediation cases and records
- Ability to operate standard office equipment, including computer, phone, and copier

## **Personal Characteristics**

- Demonstrated commitment to fairness, justice, and respectful treatment
- Cultural sensitivity
- Attention to detail
- Diplomatic and discrete
- Professional

## **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's Degree Required (Specialization in Counseling, Social Work, or Psychology preferred but not required). Forty (40) hours of mediation training preferred, but not required. Candidates without the training will be trained within 12 months of assuming the position.

**Experience:** Minimum of one year experience in direct client contact in a counseling or mediation role. Dispute Resolution or mediation experience preferred, but not required.

**Availability:** An employee must be able and available to work during the department's business hours on the days required. Must be able to occasionally stay late or arrive early as needed for mediations.

**Background:** Prior convictions that would impinge on the Mediator/Counselor's ability to mediate cases in a fair, respectful, professional and discrete manner, including but not limited to convictions involving fraud, theft, or crimes involving violence or weapons are incompatible with the position of Mediator/Counselor.

**ENVIRONMENTAL FACTORS AND PHYSICAL DEMANDS:** The physical demands and work environment described are representative of those associated with performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- An employee is regularly required to read typed and handwritten writing
- An employee is regularly required to talk and hear while screening case parties and conducting mediations
- An employee is regularly required to type at a computer
- An employee is regularly required to work with case parties who are convicted or accused of crimes, including crimes involving violence
- An employee is regularly required to sit up to 70% of workday.
- An employee is regularly required to walk and stand. May involve manipulating up to 10 pound items.