



Finding common ground  
through mediation

# Now Hiring: Program Coordinator

## Position Summary

The Resolution Center is seeking a Program Coordinator to help keep our programs running smoothly by keeping accurate records, managing data, providing administrative/office support, and assisting with events, fundraising, and communications.

The Program Coordinator is a full-time staff member with a starting salary of \$42,000 - \$45,000 per year, who is responsible for administrative and program implementation tasks across all program areas, with a particular focus on our Youth Programs. The person in this role reports to the Executive Director and works closely with peers and mentors from a variety of professional backgrounds, including the Director of Youth Programs, Manager of Mediation Services, Housing Case Manager, Board, volunteers, partner organizations, and clients.

We welcome applicants who are eager to contribute to an established community-based nonprofit organization, focused on the mission of empowering people with conflict resolution skills and services. We offer staff members professional development opportunities including Basic Mediation Training and continuing education in conflict and communication skills.

## Responsibilities

Responsibilities of the Program Coordinator include, but are not limited to:

- Operations and Administration (25-30% of role or 10-12 hours a week – usually one or two tasks a day, periodically a dedicated period of 2-3 hours of data work)
  - Maintain overall office environment, including supplies, mail, filing, and arranging for services (IT support, cleaning)
  - Serve as receptionist, routing incoming calls and emails to staff and responding to requests for information; support staff with scheduling meetings, calls, and video conferences.
  - Maintain database of key programmatic information, including data collection, data entry, and data cleaning, including regular meetings with other staff to update case data and prepare monthly and quarterly reports.
- Program Implementation (approx. 60% of role or 24 hours a week – usually 3-5 hours of projects a day)
  - Assist Director of Youth Programs in delivering Peer Mediation trainings for High School and Middle schools across Essex County (3-6 times per year).
  - Serve as primary staff support for the Student Advisory Group and assist Director of Youth Programs in supporting Peer Mediation coordinators.
  - Help plan and facilitate the Annual Peer Mediators Forum.

- Support Manager of Mediation Services in case coordination of court referred cases for three local courts including scheduling mediators for weekly court sessions and referrals, preparing and processing case paperwork, and answering client questions.
- Collaborate with staff to support planning for and serve as the point person for logistics on events, workshops, and trainings (3-6 times per year).
- Support staff in analyzing and reporting program outputs and impacts based on program data and records.
- Development and Communications (approx. 10-15% of role or 4-6 hours a week – varies based on time of year and fundraising calendar)
  - Maintain accurate, up-to-date contact databases of volunteers and donors.
  - Support recordkeeping, filing, and correspondence for fundraising and budget management, including support for donor cultivation, annual appeals, and fundraising events.
  - Contribute to social media, website, newsletters, and other communications/marketing and outreach activities.
- Other administrative and program support tasks as assigned

## Desired Skills and Experience

We welcome applicants with diverse identities and experiences. Research has shown differences in how people interpret job postings – for example, a study found that men applied for jobs if they meet 60% of the qualifications, while women only applied if they met 100% of the qualifications listed. If you have or are working on some of these skills, and have experience that would add value to our work and community, please apply to start the conversation:

- Highly organized, strong attention to detail
- Strong interpersonal skills with ability to work collaboratively with a wide variety of people, including people experiencing conflict/hardship
- Comfortable working independently on tasks, and working as a member of a team
- Enjoy working in a flexible environment, juggling a variety of tasks, timelines, and projects – a role where every day is different
- Experience and comfort working with data in Microsoft Excel, Access, and/or basic Customer Relationship Management systems
- Experience and comfort working with tools for a hybrid work environment, including Zoom, DocuSign, scheduling and calendar tools, and social media
- Ability to engage in cross-cultural communication effectively; ability to communicate in Spanish (schedule meetings, translate basic documents) preferred
- Experience in the fields of education/youth services, conflict resolution, restorative justice, mediation, social justice preferred

Experience that would translate well to this role includes previous work/volunteering as: customer service, data entry, office manager, executive assistant, receptionist, program assistant, development assistant, community organizer. This position can also be a good fit for an early career/entry-level job seeker with strong organizational and communication skills.

## Hours and Compensation

This is a full-time, salaried position starting at \$42,000 - \$45,000 per year depending on experience. We offer a Qualified Small Employer Health Reimbursement Arrangement (QSEHRA) to support employees' healthcare costs up to \$250 per month. We provide a 401(k) retirement plan with an employer match (typically 2-3% per year). We offer three paid vacation weeks per year along with paid sick leave and a flexible work environment.

The Resolution Center operates on a flexible 40-hour work week with business hours between 9am and 5pm, Monday-Friday. Staff are expected to establish a work schedule with their supervisor that provides consistent coverage of those core business hours among the staff team, with flexibility for staff to provide services outside of core business hours to meet community needs (for example, trainings that occur on weekends, mediations that occur in the evening), and flexibility for staff to work on a schedule that is healthiest and most productive for them as they manage their personal responsibilities and priorities outside of work as well.

## Location and Working Conditions

This is a hybrid position, primarily consisting of computer and phone-based program administration/office work (which can be performed fully in The Resolution Center office or a combination of in-office and remotely), as well as in-person and online trainings, events, and meetings that may include speaking in front of a group, sitting or standing for periods of time, and transporting or arranging for transport/set up of basic event supplies and materials. The Resolution Center office is located in the Cummings Center in Beverly, MA, and staff who are fully vaccinated for Covid-19 are able to work in the office on flexible schedules in line with current health guidance. We expect the person in this role will work at least 1-2 days per week in the office on average, and look forward to discussing the hybrid arrangement that best suits the person hired into this role.

## To Apply

Please submit a resume along with a brief cover letter that describes your interest in and qualifications for the role by email to [applications@ResolutionNorthShore.org](mailto:applications@ResolutionNorthShore.org), with the subject line "Program Coordinator – [last name]". Applications should be received by close of business June 2, 2023. We expect to invite a small number of applicants for initial interviews by phone/Zoom on a rolling basis, and in-person interviews are anticipated the weeks of June 12<sup>th</sup> or June 19<sup>th</sup>.

## About The Resolution Center

Formerly called the North Shore Community Mediation Center, we were established in 1994 as a non-profit organization providing conflict resolution skills and services to people across Essex County, MA. Our mission is to educate and empower people to transform conflicts into opportunities for mutual understanding, social change, communication, and personal growth.

We are a staff of 4-5 people with a large network of volunteers and partners. Together, we provide direct service in community, family, and court-referred conflicts; mediation training to residents, schools, organizations, professional associations, businesses and municipalities; and customized conflict resolution and restorative practice workshops and facilitations.

As mediators we encourage respectful engagement for diverse perspectives to be heard and offer a place where people can have constructive conversations. The ideas of access, empowerment, equity, quality, creativity, and service are what define us as community peace-makers. We strive to create an inclusive workplace that brings together a diverse group of staff and volunteers who represent the range of experiences and identities that make up our community.

**Mission:** The Resolution Center is a non-profit corporation whose mediators educate and empower people to transform conflicts into opportunities for mutual understanding, social change, communication, and personal growth. The Resolution Center, through collaborative efforts, raises public awareness of the value of Mediation & Alternative Dispute Resolution methods as vehicles for resolving personal differences and diminishing conflict in society.

**Our Commitment to Diversity, Equity, and Inclusion:** We recognize that diversity is not static and evolves with a changing community. We aspire to be an inclusive organization that embraces diversity in every aspect of our service to the community. To create an inclusive environment that fosters trust, respect, and equality for the people we serve, we will set standards and implement policies and practices which will be evaluated on an ongoing basis.

To learn more about our work, please visit <https://www.resolutionnorthshore.org> and explore our mediation and training services, history, leadership, and recent activities.