

Neighborhood Dispute Settlement

Employment Opportunity

Part Time Assistant / Case Manager

TASKS:

- Interview individuals referred to Neighborhood Dispute Settlement (NDS) from police departments, district justices' offices, and other sources
- Generate contact and follow up letters for mediation program
- Process appropriate referrals for mediation using NDS standard intake procedure
- Assist in scheduling mediations for mediation program
- Maintain supporting documentation
- Assist with preparation of outgoing mail
- Assist with filing, copying and other office tasks, as needed.

DESIRED KNOWLEDGE, SKILLS, ABILITIES:

- Good to superior telephone skills including an ability to handle calls from individuals who may be upset and an ability to deal with individuals in neutral, nonjudgmental and respectful manner
- Good record keeping skills
- An interest in learning about and promoting mediation as an effective alternative to violence or recourse to judicial dispute resolution
- Willingness to accept direct supervision in small office setting and perform other tasks as directed and able
- Basic knowledge of Microsoft Office Suite programs (Word & Excel required, Access preferred) (intermediate knowledge preferred).

HOURS

- 15 hours per week
- 9:30-3:00 Tuesday, Wednesday, Thursday (30 min lunch break) (negotiable).

BENEFITS

- Starting wage: \$10.50 per hour. Incremental increase upon satisfactory completion of probationary period.

APPLY

- Send resume and cover letter to: Neighborhood Dispute Settlement, 315 Peffer Street, Harrisburg, PA 17102 (fax: 717 233-3261 or e-mail to ndsadmin@disputesettlement.us). Position open until filled.