MEDIATION SPECIALIST

Effective: September 21, 2026

Oakland Mediation Center, a non-profit volunteer based organization, is seeking a part-time Mediation Specialist. Oakland Mediation Center is a private non-profit organization that has served the community since 1989 by providing mediation services for individuals, businesses, courts, schools and agencies; 40-hour Civil, Domestic and Advanced Mediator training as well as conflict resolution, peer mediation, bullying prevention/intervention, and restorative practices in schools. OMC was established to offer mediation as an alternative to the traditional adversarial dispute resolution in the courts. Unlike the adversarial nature of litigation, mediation involves mutual problem solving, where the parties generate options they believe would best resolve the conflict. Visit OMC's web site at www.mediation-omc.org.

JOB SUMMARY

The Mediation Program Specialist is responsible for conducting intake, scheduling mediations, and assigning mediators for Mediation Services Caseload.

The Mediation Program Specialist must be educated and experienced in mediation concepts, practices, and procedures. This job requires working individually and in teams with others within and outside the mediation department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

GENERAL

- Greets persons entering establishment, determines nature and purpose of visit, and directs or escorts them to specific destinations. Receives all incoming phone calls and directs them to appropriate staff.
- Ensures individuals entering establishment sign in and out at all times for safety purposes.

INTAKE

- Performs intake of all cases referred by explaining the mediation process to callers and determines the appropriateness of a case. Refers inquiries to other community resources when cases are not appropriate for mediation.

CASE MANAGEMENT

- Inputs all cases received and mediator hours in the case management software, ODR.com. Keeps notes about the activities of the case updated at all times. Enters mediation fees, payments and generates invoices.
- Schedules mediations and confirms the scheduled mediation session by letter and calls parties and/or their representative's 24-hours prior the scheduled mediation session. Collects mediation fees before the commencement of the mediation session.
- Assigns appropriately trained mediators to case. Tracks calls made to mediators and the responses to their availability. Rotates mediators on a regular basis to ensure they each have the opportunity to mediate. Mentors volunteer mediators on the facilitative mediation model by debriefing with them upon completion of each mediation session to discuss what went well and what could have been done differently.
- Keeps parties, attorneys and/or referral sources aware of the status of their case at all times.
- Arranges the mediation room the day before the scheduled mediation session by providing note pads, pens, water and snacks.

- Makes coffee and hot water for tea and sets it up in the lobby just prior to the mediation session.
- Prepares the appropriate mediation forms prior for all mediation sessions and places them in the case files. Provides mediators with the case file prior to the mediation session and reviews its contents with them. Types agreements at the request of the mediator, when necessary. Reviews and checks mediation forms for accuracy upon completion of the mediation session.
- Reports to referral sources the disposition of each case referred, using the Mediation Status Report.

OTHER DUTIES AND RESPONSIBILITIES

- Maintains the mediation calendar and ensures its information is updated at all times.
- Attends professional development seminars to stay current in the field of mediation. Seminars may include, but are not limited to the following: continuing education seminars held at OMC that relate to the duties of the job, SCAO's annual Intake Roundtable, and Madtrac New and Update Training.
- Confirms with the Director of ADR Services or Executive Director on any issues or problems that may arise.
- Collects payments on outstanding invoices on a monthly basis.

QUALIFICATIONS

- High school diploma required.
- Bachelor's degree preferred.
- Two-four years experience in the field or in related areas preferred.
- SCAO approved 40-Hour Civil Mediator Training required.
- 40 hours of mediation experience required.

Salary: $16.00 to $18.00 per hour based upon qualifications and experience.
Hours: 20-28 (Hours and days will vary based on business needs)
This position could expand into a full time position with benefits (i.e. Holidays, Health and Dental Insurance, Life Insurance, SIMPLE IRA, Paid Sick Leave, Paid Vacation Time and Worker's Compensation).

Please send cover letter & resume to:

Charity Burke, Executive Director
Oakland Mediation Center
3254 University Drive, Suite 190
Auburn Hills, MI 48326
Phone: 248-338-4280, ext. 226
Email: cburke@mediation-omc.org

Resumes will be accepted until the position is filled.