

**SETTLEMENT CONFERENCE/
MEDIATION PROGRAM COORDINATOR**

DEFINITION

Under general supervision, performs a variety of administrative support duties in the coordination of a settlement conference and/or civil case mediation program in a Court of Appeal district or division; performs related work as assigned.

CLASS CHARACTERISTICS

This is a specialized position, and incumbents serve as specialists who work independently and deal with complex administrative, procedural, and legal process support activities in a settlement conference and/or mediation program. Incumbents are fully competent to independently perform skills that are unique to these programs. Incumbents exercise significant independence in performing a broad range of coordination and support duties within general guidelines and decision-making authority delegated by the program administrator. This class is distinguished from Deputy Clerks, who may perform similar duties as part of their jobs, in that this position is outside of the Clerk's Office and reports directly to the mediation or settlement conference program administrator and the justice or court committee supervising the programs.

EXAMPLES OF DUTIES (*illustrative only*)

- Performs the full range of administrative duties in support of a settlement conference and/or mediation program.
- Performs complex, specialized work related to these programs.
- Initiates conferences, including interviewing attorneys representing parties to appeals to determine if cases are appropriate and ready for settlement or mediation and to obtain information for mediators who will be assigned to the cases.
- Coordinates administrative processes and program operations of the mediation and/or settlement conference program, following procedural guidelines.
- Identifies operational problems, considers alternatives, and recommends solutions.
- Coordinates the preparation and distribution of surveys; reviews data collected for completeness and appropriateness and enters data into a customized database separate from the appellate database; generates reports for use by program administrator.
- Arranges for meetings, conferences and programs (on- and off-site).
- Organizes, coordinates, and ensures successful completion of projects.
- Coordinates settlement conference and/or mediation scheduling with mediators and counsel, taking into account their availability.

- Coordinates sessions, including setting up conference rooms, checking in all participants, and assisting the mediator and other participants, as needed.
- Resolves scheduling conflicts.
- Coordinates with the mediator and other participants during the entire process.
- Schedules follow-up conferences when appropriate.
- Responds to correspondence, answer incoming calls and electronic mail regarding cases and other procedural, administrative and legal processing issues concerning the mediation process.
- Monitors due dates and sends reminders to counsel and mediators.
- Monitors and follows up on overdue documents and prepares and sends letters relating to cases.
- Coordinates with contractors and applicants to the court's settlement conference and/or mediation panel for mediator trainings, including scheduling, reserving training sites, corresponding with training participants, distributing training materials, setting up training rooms, and assisting the trainers, training participants, and the mediation program administrator during the training.
- Coordinates continuing education programs for mediators.
- Maintains a computerized, customized case management system that tracks every case and the performance of each mediator and that generates correspondence and performance reports for the supervising justice or court committee.
- Produces program-related documents.
- Edits documents prepared by the mediation program administrator.
- Creates and maintains general and subject matter mediator lists, including addresses, phone, fax and e-mail information in the case management system.
- Interviews references for settlement conference and/or mediator applicants regarding their qualifications and skills for appointment to the panel.
- Receives, records in the case management system and files mediator reports, participant evaluations and other documents related to cases.
- Calendars cases for settlement conference and/or mediation.
- Maintains a settlement conference/mediation program website.
- Maintains confidential records related of the mediation program in a separate, secured area.
- Orders and maintains supplies for the mediation program.
- Performs duties of the mediation program administrator in the administrator's absence.

WORKING CONDITIONS

- Some duties, including assistance with mediation conferences and trainings, may require working extended hours, overtime and Saturdays.
- Must be able to work in an isolated environment.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices of the civil litigation mediation process.
- The general operation of personal computers and the use of specified computer applications, such as word processing, spreadsheets, and databases.
- The specialized operation and maintenance of a customized case management system.
- Office and administrative practices and procedures.
- Correct business English.
- Legal terminology
- Principles and techniques of preparing and editing a variety of effective written materials.
- Basic principles of organizing data and information.
- Basic principles and techniques of project coordination and management.

Ability to:

- Provide effective coordination and administrative assistance to program operations.
- Research, compile, and summarize data and information.
- Prepare clear and concise correspondence, orders, notices, and other written materials.
- Use initiative and judgment within established guidelines.
- Organize the work of the mediation program administrator and own work, set priorities, and coordinate multiple work activities and meet critical deadlines.
- Operate personal computers and use specified computer applications, such as word processing, spreadsheets, and databases.
- Maintain a sophisticated case management system
- Communicate effectively in English, orally and in writing.
- Establish and maintain effective working relationships with the mediation program administrator, attorneys, mediators, justices, court staff, and the public.
- Perform detailed administrative, and legal processing support activities accurately and efficiently.
- Interact successfully with justices, court and agency staff, and the public.
- Exercise sound judgment and integrity consistent with representing the judicial branch.
- Maintain confidentiality of communications, records, and other mediation program and court documents.
- Perform duties of the mediation program administrator in the administrator's absence.

Licenses and Certificates:

None.

Education and Experience:

Equivalent to an associate degree, preferably with major course work in administration or business, and four years of responsible legal clerical and/or administrative experience in a court of record, private law practice, and/or governmental agency.

Additional directly related experience may be substituted for the education on a year-for-year basis. Additional directly related college-level education may be substituted for the experience on a year-for-year basis.