



Rio Grande Council of Governments Job Description

Title:	Mediation Technician	FLSA Classification:	Non-Exempt
Division:	Regional Services	Class No.:	415
		Pay Group:	4

Summary of Position

Performs administrative office support activities for the El Paso Dispute Resolution Center (DRC). Duties include providing operational support to the DRC, document preparation and maintenance, and backup reception services for the organization.

Organizational Relationships

Reports to: Mediation Coordinator

Directs: This is a non-supervisory position

Other: Has frequent contact with Council of Governments staff, government agencies, organizations, vendors, and the general public.

Scope of Work

Essential Duties:

- Assists with intake calls and mediation referrals ;
- Assists and conducts confirmation calls to schedule mediations;
- Assists in the preparation of client files, mediation docket, case closures, and archives client files;
- Assists with maintaining volunteer mediators' files;
- Maintains and inventories supplies for the DRC;
- Assists in the preparation of the mediation room(s);
- Assists in coordinating community outreach efforts;
- Participates in meetings and trainings;
- Assists with special projects and events as directed;
- Prepares mediation correspondence;
- Serves as a backup receptionist; and
- Assists the Regional Services Division and performs other duties assigned by the Regional Services Director.

Responsibilities:

- Reports entry access problems, telephone system and information technology asset malfunctions, and any potential building hazards or faults per Rio Grande Councils of Governments policies and procedures; and
- Required to assist the public information officer (Executive Director) with open records requests.

Qualifications:

Must have a High School diploma or equivalent, two years of office support experience, and be able to type.

Must communicate effectively in English and Spanish since this position serves as a backup receptionist.

Must pass a background investigation.

Knowledge of:

- Techniques for effective interpersonal communications;
- English usage, grammar, punctuation, and spelling;
- The practices of modern office procedures; and
- Microsoft Windows operating systems and Microsoft Office products such as Outlook, Excel, Word, and OneDrive.

Skills

- Be organized, efficient, and detail-oriented;
- Possess accurate typing and strong writing skills; and
- Maintain a pleasant personality and courteous telephone voice while serving as the backup receptionist.

Abilities

- Follow oral and written instructions;
- Work in a fast-paced environment with a demonstrated capability to prioritize multiple tasks and meet deadlines; and
- Develop reasonable proficiency with all job functions and office equipment.

Every position at the Rio Grande Council of Governments requires the following professional skills and abilities as key and necessary elements of performance:

- Demonstrate regular and reliable attendance;
- Maintain effective interpersonal communications and exercise a calm and patient demeanor when dealing with staff, the public, other agencies, and vendors;
- Maintain strict confidentiality; and
- Project positive support for their division and the organization at all times.

Certificates and Licenses Required:

- Must have a valid driver's license and vehicle insurance; and
- Responsible for completing any state-mandated training as required.

Physical Demands: Performs tasks requiring both sitting and standing for extended periods, and may require walking for short periods at a time; may require occasional bending, stretching, reaching, twisting, kneeling, squatting, and extension of the arms; lifting or carrying of light to moderate equipment or supplies weighing up to 35 pounds; requires hand and finger dexterity sufficient to use computers and standard office equipment to perform assignments.

Work Environment: office setting

Job Location: RGCOG Main office located at 8037 Lockheed Drive, Suite 100, El Paso, Texas 79925

Equipment: computer, typewriter, copy machine, fax machine, telephone switchboard, and other office equipment related to job performance.

Note: The information contained is intended to provide a general description of the nature and level of work to be performed by employees and shall not be construed as an exhaustive and all-inclusive list of duties, responsibilities, skills, and requirements and is subject to change at the discretion of the Rio Grande Council of Governments.

**In accordance with the Americans with Disabilities Act (ADA), this job description does not take into account potential reasonable accommodations.*