

Job Description

Job Title Mediation Coordinator (GSD #10101905)

Job ID104905

Location Santa Fe

Posting End Date03/21/2019

Agency General Services Department

Full/Part Time Full-Time

Regular/Temporary Regular - PERM for State

Job Posting Type Standard Requisition

For more Job Requirements & Classification Description: Management Analyst-A [Click Here](#)

Salary

\$15.59 - \$27.12 Hourly

\$32,427 - \$56,413 Annually

This position is a Pay Band 65

Purpose of Position

Interviews are anticipated to be conducted within two weeks of closing date.

Why does the job exist?

The primary purpose of this position is to coordinate mediation services for the state Alternative Dispute Resolution (ADR) Bureau, as created by NMSA Sec. 12-SA, pursuant to the Mediation Procedures Act, NMSA Sec. 44-7B and the Risk Management Division's (RMD) statutory obligations to mitigate insurable losses. The position promotes ADR as a cost-effective means of resolving problems before they escalate; receives requests from participating entities; oversees mediator assignment and performance; manages confidential transactions and records on a daily basis; conducts statewide outreach and marketing by engaging agency leadership, management, operational employees and stakeholders at all levels.

How does it get done?

This position receives requests from designated ADR Coordinators in over 150 state agencies and other participating bodies and works closely with them to assess the request, review appropriate options and determine next steps (often complex); assures compliant and timely coordination of mediation services by overseeing the recruitment, development, assignment, and performance of mediators from a roster of over 400 volunteers; provides guidance and administrative support to participants to conclusion of the process; plans, organizes and coordinates outreach to agency personnel regarding early conflict resolution strategies to prevent and reduce workplace disputes and resulting civil rights liabilities and losses; conducts statewide program marketing and educational events by developing informational presentations, brochures and related material for varied audiences; plans, schedules and participates in meetings with program participants; networks and collaborates with a broad network statewide to develop and share resources and best practices; maintains confidential records and data management systems on services, training events and other activities, and produces reports on measurable outcomes.

Who are the customers?

State agencies and employees, local public bodies and employees, management and leadership staff, other stakeholders.

Ideal Candidate

The ideal Mediation Coordinator has strong oral and written communication skills. and:

- * Experience with Alternative Dispute Resolution (ADR) practices in the workplace;
- * Has successfully completed of 40-hr. Mediation Certification course;
- * Experience working with public employees;
- * Experience using Microsoft Office Suite operating and database systems;
- * Experience with confidential transactions and record keeping.

Minimum Qualification

Bachelor's Degree in Business Administration and two (2) years of experience in the procedures of business and management principles involved in strategic planning. Substitutions Apply. See Substitution Table below.

Substitution Table

These combinations of education and experience qualify you for the position:

	Education		Experience		Education		Experience
1	High School Diploma or Equivalent	AND	6 years of experience	OR	High School Diploma or Equivalent	AND	6 years of experience
2	Associate's degree in the field(s) specified in the minimum qualification	AND	4 years of experience		Associate's degree or higher in any field	AND	6 years of experience
3	Bachelor's degree in the field(s) specified in the minimum qualification	AND	2 years of experience				
4	Master's degree or higher in the field(s) specified in the minimum qualification	AND	0 years of experience				

- Education and years of experience must be related to the purpose of the position.

- If Minimum Qualification requires a specific number of "semester hours" in a field (e.g. 6 semester hours in Accounting), applicants MUST have those semester hours in order to meet the minimum qualifications. No substitutions apply for semester hours.

Employment Requirements

Must possess and maintain a valid Driver's License. Must possess and maintain a current Defensive Driving Course Certificate from the State of New Mexico or must pass and receive Defensive Driving Course Certification as a condition of continued employment.

Working Conditions

Work is performed in an office setting with exposure to Visual/Video Display Terminal (VDT) and extensive personal computer and phone usage with extended periods of sitting. Some standing, bending and reaching may be required. Some travel. May work extra hours.

Supplemental Information

Benefits:

Do you know what Total Compensation is? [Click here](#)

Agency Contact Information: MaryJo Lujan, (505) 827-0444 or email MaryJo.Lujan@state.nm.us [Email](#)

For information on Statutory Requirements for this position, click the Classification Description link on the job advertisement.

Bargaining Unit Position

This position is not covered by a collective bargaining agreement.