

Job Description

Organization

The National Conflict Resolution Center (NCRC) empowers individuals, organizations, and communities with the skills and resources needed to address conflict, intolerance, and incivility in our society.

West Coast Resolution Group (WCRG), a division of NCRC, provides exceptional and affordable mediation services to the legal community. Our panel of experienced neutrals brings extensive expertise in mediating a wide range of cases. Through this work, we continue NCRC's mission of helping resolve conflicts in our society, one mediation at a time.

Position Overview

The Case Administrator supports WCRG by assisting with case management and providing administrative support to the case management team, mediators, attorneys, and clients. This role plays an important part in ensuring mediations run smoothly from initial setup through completion. The position includes a combination of administrative case management, client interaction, and mediation support for both remote and in-person sessions.

This is a hybrid/remote position requiring the candidate to work three days per week in the office and two days per week remotely. This schedule is subject to change as needed.

Key Responsibilities

- Creates and organizes case file documentation in the MyCase case management software, including initial case setup with clients, attorneys, mediators, and key deadlines for payments, mediation briefs, and signatures
- Coordinates logistics for virtual and in-person mediations, including preparing conference rooms and managing Zoom breakout rooms
- Welcomes mediators, attorneys, and their clients, and assists with conference room or virtual room assignments
- Collects and tracks signed confidentiality agreements before mediation
- Assists in ensuring mediation briefs are submitted to the mediator before the session
- Prepares conference rooms for mediations and restocks supplies as needed
- Coordinates lunch orders for mediation sessions when required
- Ensure department laptops and technology are functioning properly for mediations
- Provides light front desk support

Qualifications

- Bachelor's degree or Associate's degree in a related field
- Demonstrated experience working in a professional environment
- A combination of education and 2 to 3 years of demonstrated administrative or clerical experience in an office setting
- Strong organizational skills with exceptional attention to detail
- Ability to manage and prioritize multiple tasks
- Dependable, professional, and able to maintain confidentiality
- Experience in a legal or mediation office is preferred but not required

WORK ENVIRONMENT

- Non-smoking, professional office environment
- Fast-paced role that requires multi-tasking

COMPENSATION

- Hourly rate range: \$23-\$25/hour depending on experience
- Health insurance, 401(k), PTO, and holidays
- Downtown office with parking structure, partially paid parking

SPECIAL CONDITIONS

- Ability to work extended hours as needed
- This is a hybrid position with three in-office workdays and two remote days. In-office days will be at the NCRC downtown office. The hybrid schedule is subject to change at the company's discretion at any time.
- Ability to attend all mandatory NCRC staff meetings and events

BACKGROUND CHECK

Employment is contingent upon successful completion of a background check in accordance with applicable laws and organizational policy.

EQUAL EMPLOYMENT OPPORTUNITY & INCLUSION

NCRC is an equal opportunity employer committed to building an inclusive workplace. We welcome applicants from diverse backgrounds and do not discriminate based on race, color, religion, sex, gender identity or expression, sexual orientation, national origin, disability, age, veteran status, or any other protected status.