

**SETTLEMENT CONFERENCE/
MEDIATION PROGRAM ADMINISTRATOR**

DEFINITION

Under direction, independently operates the Mediation Program on a day-to-day basis within the general guidelines and policy-making authority of the Mediation Program Committee or the judicial members of that committee; provides lead direction and work review to assigned staff; performs related work as assigned.

CLASS CHARACTERISTICS

This is a lead-level position. Incumbents serve in a lead capacity and direct the work of assigned staff, providing input into their selection, evaluation and discipline. Incumbents work independently to plan, direct, organize, promote and administer settlement conference and/or mediation program operations, ensuring accomplishment of the program's goals and objectives within the parameters established by the Court of Appeal and/or the Mediation Program Committee.

EXAMPLES OF DUTIES (*illustrative only*)

- Plans, directs, organizes and administers day-to-day operations of a settlement conference and/or mediation program.
- Identifies operational problems related to the settlement conference and/or mediation program, considers alternatives, and recommends solutions.
- Performs complex, specialized work related to these programs.
- Develops required forms for program operation and produces program-related documents.
- Assesses general settlement conference and/or mediation program needs and makes recommendations to the Mediation Program Committee.
- Assesses appeals for amenability of appellate mediation by conferring with litigants' attorneys.
- Responsible for the recruitment, evaluation of performance and assignment of appeals for volunteer mediators and assesses needs and recommends continuing education programs for volunteer mediators.
- Interviews references for settlement conference and/or mediator applicants regarding their qualifications and skills for appointment to the panel.
- Assigns appeals to mediators according to skills, expertise, prior performance, and references.

- Maintains the Mediation Program Mediator Handbook and internal procedures manual.
- Provides lead direction, training, and work review; organizes and assigns work, sets priorities, and follows up to ensure coordination and completion of assigned work.
- Provides input into selection, evaluation, discipline, and other personnel matters.
- Promotes settlement conference and/or mediation program in a variety of settings, including public events, participates as a speaker in settlement conference and/or mediation training programs, advises and addresses the legal community and other courts concerning the mediation program, and acts as liaison with mediators, counsel, litigants, bar, and public.
- Coordinates settlement conference and/or mediation training programs, including soliciting training providers for volunteer mediators and attending and reviewing the effectiveness of the programs.
- Attends Mediation Program Committee meetings, keeps committee apprised of settlement conference and/or mediation program status; proposes and presents modifications for improved performance of the program.
- Advises counsel and/or parties of the content and application of local rules governing the settlement conference and/or mediation program; advises Court personnel on compliance with settlement conference and/or mediation program policies and procedures.
- Researches and devises consequences for breach of the Court's local rule and offers viable solutions for violations; researches, analyzes and applies local rules, the California Rules of Court, California Codes and trial court rules and policies.
- Analyzes budgetary needs and makes recommendations for budgetary expenditures for the program's operation.
- Monitors and maintains computerized, customized case management system for the tracking of statistical mediator information.
- Identifies database needs and coordinates with software consultant on database design and development.
- Maintains confidentiality of the mediation process.
- Performs other duties as required.

WORKING CONDITIONS

- Some duties, including participation in 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 supervisory principles and practices.
- Pertinent California Rules of Court, Local Rules, Standard California Codes, and the California Style Manual.
- Principles and practices of court management and operation.
- Principles and techniques of project management.

- Principles of program budgeting, cost analysis, fiscal management, and financial analysis.
- Advanced problem-solving and conflict resolution methods and techniques.
- 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.
- Correct business English.
- Legal terminology.
- Principles and techniques of preparing effective oral presentations.
- Principles and techniques of preparing and editing a variety of effective written materials.
- Basic principles of organizing data and information.

Ability to:

- Plan, direct, and review the work of others.
- Organize, prioritize, and coordinate work activities and meet critical deadlines.
- Design, analyze, organize, and administer programs and projects.
- Interpret, explain, and apply applicable laws, codes, and regulations.
- Research, compile, and summarize data and information.
- Prepare clear and concise correspondence, orders, notices, and other written materials.
- Use initiative and independent judgment within general policy guidelines.
- 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 attorneys, mediators, justices, court staff, and the public.
- 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.

Licenses and Certificates:

None.

Education and Experience:

Equivalent to possession of a bachelor's degree, preferably with major course work in court, public, or business administration, and three years of professional analytical or managerial experience in court, governmental, or other organizational operations that has involved program analysis, development, and implementation.

Additional directly related experience may be substituted for the education on a year-for-year basis. Possession of a directly related postgraduate degree or certification from the Institute for Court Management (ICM) may be substituted for one year of the experience.