



## Wenatchee Valley Dispute Resolution Center JOB POSTING

The Resolution Specialist is a non-exempt employment position at \$18-20 per hour (plus healthcare and technology stipend) for 32 to 40 hours per week, reporting to the Executive Director. This position is partially grant-funded and dependent on continued funding.

### JOB SUMMARY

The Resolution Specialist's primary focus is to provide early interventions that prevent housing loss to ensure housing stability. This is part of the Eviction Resolution Program, which is a statewide effort to resolve past due rent issues between tenants and landlords and to help prevent the filing of eviction cases in court. The Resolution Specialist is responsible for managing a variety of different tasks: intake and scheduling, conflict coaching, outreach, conciliation, coordinating volunteers, and data processing

### PRIMARY DUTIES

- Provide information and conciliation services to tenants and landlords to help them resolve disputes (listen compassionately to parties; receive necessary information; share program information)
- Attend required training and continuing education provided by WVDRC and program partners
- Use active listening techniques and conflict resolution skills to assist parties
- Maintain and build strong relationships with legal community, tenant & landlord associations, rental assistance providers
- Schedule and conduct resolution services by phone, email, and Zoom
- Conduct accurate and timely data recording, processing, and reporting
- Assist tenants and housing providers in following Eviction Resolution Program processes
- Provide conflict coaching and referrals, talking through possible next steps when mediation is not an option
- Refer tenants and landlords to external resources such as legal aid, rental assistance, and human services
- Track case details and demographic information
- Establish and maintain accurate organized files and case records
- Maintain strict confidentiality of client information

### REQUIRED QUALIFICATIONS

- Confident telephone demeanor and strong verbal and written communication skills
- Professional customer service skills
- Comfortable working with a high volume of client interaction on the telephone and via email
- Ability to work with clients experiencing trauma or crisis
- Ability to stay neutral and unbiased working with both landlords and tenants

### PREFERRED QUALIFICATIONS

- Bachelor's degree or equivalent
- Strong interest in mediation or conflict resolution
- Ability to work remotely, independently completing assigned tasks in a timely manner
- Working knowledge of computers, Zoom, Microsoft Office 365, and experience with spreadsheets
- Familiarity with affordable housing and landlord-tenant issues in Chelan & Douglas counties
- Multi- or bi-lingual (Spanish-English) fluency

To apply, please send an email to [info@wvdrc.org](mailto:info@wvdrc.org) with your résumé attached *Attn: Jennifer Talbot*  
Position open until filled. **Applications received by May 5, 2021 will receive priority consideration.**

***Wenatchee Valley Dispute Resolution Center seeks to recruit persons of diverse backgrounds with priority on communities served by the organization, and to support and nurture their retention and advancement within the organization. We are committed to providing employment and volunteer opportunities to any and all qualified and experienced members of our community.***

**About Wenatchee Valley Dispute Resolution Center:**

Wenatchee Valley Dispute Resolution Center (WVDRC) is a nonprofit 501(c)(3) organization serving Chelan and Douglas counties and dedicated to changing relationships through peaceful conflict resolution. Together with our team of volunteer mediators, the WVDRC provides cost effective mediation services, conflict resolution training, and community education. **[www.wvdrc.org](http://www.wvdrc.org)**