

AKRON MUNICIPAL COURT – MEDIATION SPECIALIST

Salary	\$20.00/Hourly	Department	Small Claims/Eviction
Job Type	Part-time/Temporary	Closing Date	10-28-2025

DEFINITION OF WORK

The Mediation Specialist assists the Court Mediator with offering alternative dispute resolutions to the public through mediation in Akron Municipal Court small claims, eviction, and rent escrow cases. The Mediation Specialist helps to facilitate communications, discussions, and workflow with litigants from the eviction, rent escrow, and small claims dockets to reach an agreement by the parties.

CHARACTERISTIC WORK

The following duties outline the general nature and level of work carried out by a Mediation Specialist:

Mediation Services

1. Assist the Court mediator with defining issues presenting conflict in a case.
2. Present their understanding of the situation to the Court Mediator and request corrections, if needed.
3. Facilitate truthful discussions directed toward finding judicious, sustainable solutions.
4. Re-engage in discussions about the conflict if requested by the parties.
5. Advise the public and parties concerning the mediation process.

Mediation Duties

1. Work with the Court Mediator during eviction hearings. Coordinate with the Housing Specialist and Housing Navigator to present viable options to assist the parties.
2. Become educated about housing issues and correlating laws that affect housing cases to better facilitate settlement.
3. Manage, facilitate, and setting up small claims' mediation, as directed by the Court Mediator.
4. If applicable, maintain and monitor the Online Dispute Resolution (ODR) program platform and assist with troubleshooting as needed by the parties.
5. Assist with maintaining training and education materials related to mediation and the ODR as needed.
6. Observe and discuss with the Court Mediator as settlement agreements are prepared.
7. Assist in case dispositions as needed.
8. Support the creation of mediation materials useful in developing a more effective mediation program for the Court.

Other Administrative Duties

1. Assist in developing and revising Court mediation forms and processes as needed.
2. Assist in preparing and maintaining statistical records and reports for program evaluation.
3. Assist with and return phone calls from the public and maintain a dedicated mediation line for messages left by the public.
4. Follow current standards and best practices in the field of mediation.
5. Perform other related duties as instructed by the Court Mediator, judges, and magistrates.

KNOWLEDGE, QUALIFICATIONS, SKILLS, ABILITIES, AND REQUIREMENTS

1. Ability to discern the conflict and issues between the litigants and provide the opportunity to negotiate to resolve their court dispute.
2. Ability to work with the Housing Specialist, Housing Navigator, and magistrates to gain knowledge of the eviction process, escrow process, and services available to landlords and tenants in the community.

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3. Process basic knowledge of the Court system to work within the department effectively.
4. Effectively communicate with the public, governmental agencies, attorneys, and Court staff in a professional manner.
5. Possess patience and good conflict resolution, problem solving, and presentation skills.
6. Ability to prioritize work, manage assigned cases, and work independently. Must have good time management skills and be highly organized and detailed-oriented.
7. Must be conscious of and sensitive to diversity within the Court's jurisdiction and interact professionally within a diverse population of people from different geographic, socioeconomic, religious, racial, and ethnic backgrounds on a regular basis.
8. Effectively and professionally communicate verbally and in writing with diverse audiences.
9. Maintain professional appearance and demeanor appropriate for the position and expected of a representative of the Court.
10. Exhibit knowledge of common office practices, procedures, and equipment.
11. Proficiency in operating a personal computer and using, or being able to learn, Microsoft Office products such as Word, Outlook, and Excel.
12. Ability to maintain sensitive and confidential information.
13. Demonstrate patience, objectivity, maturity, dependability, effectiveness under stress, initiative, adaptability, and sound judgement.

EDUCATION/EXPERIENCE

Prior experience working with individuals from diverse backgrounds is required. A high school diploma or GED is mandatory. Preference will be given to candidates who have graduated from an accredited college or university with a bachelor's degree in a field related to mediation, alternative dispute resolution, conflict management, or law. Relevant paid experience in a similar role may be accepted in place of college coursework. Additionally, completion of mediation training, as mandated by the Supreme Court of Ohio for general mediation, is required as part of the onboarding process. Please note that the qualifications and requirements mentioned above are for guidance purposes only. Alternative qualifications may be considered if they are deemed sufficient to perform the essential duties of the position by the Court.

COURT EXPECTATIONS OF EMPLOYEE

All staff members of the Court are expected to comply with Court policies, guidelines, practices, and procedures. Staff members should act as role models both inside and outside the Court, perform their duties efficiently and diligently as per the workload requirements, and meet the department's productivity standards. This position requires working for 20 hours per week. This is not a Civil Service Position.

To apply for this position, please submit a resume, list of references, and (optional) cover letter via email to courtadmin@akronohio.gov by 4:00 p.m., October 28, 2025. Indicate "Mediation Specialist" in the subject line. Applicants who meet the job description qualifications will be contacted via phone or email to schedule an interview.

Applicants should not call or contact the Judges, Court Administrator, Human Resources Manager, or any Court employee concerning their application.

AN EQUAL OPPORTUNITY EMPLOYER