



## Mediation Services

Celebrating 30 Years of Peaceful Resolutions

Position Title: Part-time Case Coordinator  
03.2026

Employer: Mediation Services

Reports to: Executive Director

This is an hourly position. (minimum 12 hours per week)

Wage: \$18.00-\$20.00/per hour with a 90 day probationary period

This is an in-person position, based at the Mediation Services Office in Holland, Michigan

*Mediation Services* is a 501c3 organization changing lives for the better in our community by offering conflict resolution services to the residents of Allegan, Barry and Ottawa counties in Michigan. As a nonprofit, we use State certified volunteers to mediate conflicts. We mediate Court referred cases like divorce, parenting time, landlord/tenant, and financial disputes. We also have volunteers trained in restorative practices, a groundbreaking way to bring about peaceful resolution of conflict. As a Case Coordinator you will work directly with volunteers and clients to schedule, coordinate and process cases.

For this in-person 24-32 hour, Monday-Thursday position you would join our small, but mighty team at our Holland office location. We offer a generous paid time off policy, which includes a paid time Wellness Week in December. We have been successfully providing accessible conflict resolution in our community for 30 years.

**This position is a good fit for you if...**

- **You are task oriented**
- **You thrive in a busy, desk office environment**
- **You love working physically in an office environment, knowing most of your interactions are via email, phone and Zoom**
- **You enjoy spending your day on a computer and answering the phone**
- **You truly love multitasking, interruptions seem to make your day more exciting not more tedious**
- **You understand the work we do brings greater peace to the communities we serve and that we move process forward but cannot build relationships with clients as that impacts neutrality, which is essential to the success of mediation.**



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### POSITION SUMMARY

Coordinates Mediation Caseloads and Restorative Practice Caseloads, including intake, scheduling, preparing, invoicing, taking payments, client intake, and manages data in the case management database for all types of cases- domestic mediations, civil mediations and restorative practice cases. Handles all general telephone inquiries and office reception. Consistently communicates in a professional, positive and empathetic manner to maintain positive business relationships with clients, attorneys, court staff, other referral sources, Mediation Services Board of Directors, and Mediation Services colleagues. Commitment to regular use of Restorative Practice throughout the workplace in all communications and practice with external and internal clients. Understands that our contact with clients must be professional, courteous, but not relationship building as that influences neutrality.

### MAJOR DUTIES AND RESPONSIBILITIES

1. Domestic Case and Civil Case Coordination:
  - a. Schedules and prepares mediation cases from intake/referral to mediation conclusion.
  - b. Communicates with and schedules mediators to meet agency's mediation needs. Ensure all divorce and civil mediations have sufficient volunteer mediator staffing. Provides mediators with necessary case information.
  - c. Communicates with all parties in each case, explain services, and prepare parties for mediation. Invoices parties for mediation fees. Takes and processes payments. Receives and evaluates fee waiver/reduction requests.
  - d. Coordinates and schedules services with Divorce and Civil Case parties. Monitors referrals and for progress and adheres to court assigned timelines.
  - e. Coordinates completion of all State Court Administrator's Office required Domestic Relation screenings. If a screener is not available, conduct the required screenings after completion of State required training (provided)
  - f. Communicates with all parties involved, including volunteer mediators, by email, text messaging, telephone, and letters as needed. Accurately document contacts and case progress in a timely manner. Enters and maintains updated information in service logs and case management databases. Conducts a records search, when needed, to locate parties when needed.
  - g. Prepares cases for mediation through Zoom or in-person meetings. Obtains participants' endorsement(s) of consent forms and all other necessary documentation using Docusign. Obtains participants' completed mediation evaluations and file appropriately.
  - h. Coordinates and assists volunteers to monitor and track mediation participant agreement compliance.



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2. Restorative Practice Caseload Management:
  - a. Communicates with and schedules volunteer restorative justice facilitators to meet agency's needs. Ensure all restorative justice cases have sufficient volunteer mediator staffing. Provides restorative justice facilitators with necessary case information.
  - b. Communicates with all parties in each case, explain services, and prepare parties for restorative justice conferences. Invoices parties for fees as appropriate. Receives and evaluates fee waiver/reduction requests.
  - c. Coordinates and schedules services with restorative justice parties. Monitors referrals and for progress and adheres to assigned timelines.
  - d. Coordinates and maintains communication and reporting with referring agencies, ie: prosecutor office
  - e. Secures onsite location for meeting
3. Signs and maintains strict confidentiality of client, volunteer, employee and Center information.
4. Commits to using Restorative Practice in the workplace calling for and using restorative circles when needed with team members in carrying out Mediation Services mission to bring peaceful resolution to conflict through expert and affordable mediation and restorative practices.
5. Shares responsibility with the other staff to keep the office clean
6. Performs other duties as needed to carry out the Mediation Services mediation and in support of the Mediation Services team of volunteers and staff.

### SPECIFIC SKILLS

1. Dependable
2. Detail oriented
3. Ability to work in a fast paced, busy environment
4. Accurate keyboarding skills
5. Excellent knowledge of or ability to learn various computer applications
  - a. Dropbox
  - b. Google Drive- doc, sheets, forms
  - c. Database management
  - d. Mac based computer use
6. Interpersonal communication skills
7. Patience



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### EXPERIENCE/EDUCATIONAL REQUIREMENTS

1. **Associate Degree or Equivalent Secondary Coursework Credits Required**, Bachelor Degree Preferred with emphasis in one of the following fields: business, human services, social work, paralegal, psychology, or communications.
2. Mediation and/or Restorative Practices training preferred.
3. Successful completion of mediation screening training within the first year of employment.

### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position:

- **Prolonged periods of sitting at a desk and working on a computer**; standing desk options are available upon request.
- Ability to occasionally **stand, walk, reach, bend, stoop, or lift light office materials** (typically up to 15 pounds).
- Frequent use of hands for **typing, filing, handling documents, and other clerical tasks**.
- Use of **multiple computer monitors** may be required; accommodations such as screen configuration or additional monitors are available as needed.
- Ability to **focus on detailed work** for extended periods.
- May require occasional **movement within the office** to access files, equipment, or attend meetings.
- Visual acuity sufficient to **read and produce documents, spreadsheets, and computer screens**.
- Verbal communication abilities for **answering phones, participating in meetings, and interacting with staff, vendors, or clients**.