

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES:**

Civil Rights Alter. Dispute Resol. Mediator

SERIES NO.:

6348

MAJOR AGENCIES:

Civil Rights only

EFFECTIVE DATE:

07/05//2001

SERIES PURPOSE:

The purpose of the civil rights alternative dispute resolution (i.e., ADR) mediator occupation is to serve as an impartial third party in attempting to resolve complaints of discrimination by providing a proactive & faster alternative to handling cases through mediation in regional offices.

Glossary: The following term is to be interpreted as follows whenever it appears in the document.

Mediation: a voluntary, informal yet structured, confidential alternative dispute resolution process in which a neutral third party, the mediator, facilitates communication between two or more disputing parties & assists them in their problem solving & negotiations of possible resolution to the issue(s) of concern.

CLASS TITLE:

Civil Rights Alter. Dispute Resol. Mediator

CLASS NUMBER:

63481

EFFECTIVE DATE:

07/05/2001

CLASS CONCEPT:

The managerial level class works under general direction & requires extensive knowledge of mediation & negotiation procedures, dispute resolution processes, state civil rights laws, effective written & oral communication techniques & program development in order to direct & coordinate ADR program for regional office (i.e., oversee & mediate cases of employment, housing, public accommodation &/or credit discrimination, ensure ADR program complies with civil service laws, develop & implement dispute resolution & training policies & programs & evaluate progress of ADR program).

CLASS TITLE: Civil Rights Alter. Dispute Resol. Mediator	CLASS NUMBER: 63481	BARGAINING UNIT: 014
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EFFECTIVE DATE:
07/05/2001

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Directs & coordinates ADR program for regional office (i.e., oversees & mediates cases of employment, housing, public accommodation &/or credit discrimination, ensures ADR program complies with civil rights laws, develops & implements dispute resolution & training policies & programs & evaluates progress of ADR program).

Applies agency policies & practices on mediations relating to establishing law, court decisions & operational procedures; makes recommendations of non-routine nature concerning appropriate remedies to resolve mediations; serves as primary advisor for ADR program with attorneys, legislators, commission members, labor organizations, general public, state & local government agencies & private organizations concerning interpretation & compliance with civil rights laws; reviews incoming discrimination case materials to decide necessary action.

Examines employer requested bona fide occupational qualifications (i.e., BFOQ) certifications; conducts on-site investigations & researches, organizes & analyzes investigation data; maintains detailed mediation reports including settlement agreements, withdrawal of charges & commission decisions; coordinates & conducts speaking engagements, seminars, trainings & conferences on ADR program; participates in education & outreach activities; attends commissions meetings & serves on committees.

MAJOR WORKER CHARACTERISTICS:

Knowledge of chapter 4112 of Ohio revised code & other civil rights laws*; mediation procedures; negotiation techniques; discrimination cases in areas of employment, housing, public accommodation &/or credit*; program development & assessment*; agency policies & procedures*; intake docket records; problem solving methods; model standards of conduct for mediators; public relations; effective oral communication techniques. Skill in use of personal computer*. Ability to be impartial when facilitating communication between disputing parties; explain mediation process & procedures; recognize volatile situations & diffuse any aggressive exchanges between parties; remain confidential concerning facts of discrimination cases; research, analyze & write reports & review investigation findings; respond to inquiries concerning mediation from attorneys, legislators & commission members.

(*) DEVELOPED AFTER EMPLOYMENT.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core coursework in labor relations/human resources, organizational communication, criminal justice, business administration or related field; 1 yr. trg. or 1 yr. exp. in conducting mediations, investigations &/or grievance resolutions; 1 course or 3 mos. exp. in mediation procedures & methods.

-Or 3 yrs. trg. or 3 yrs. exp. in conducting mediations, investigations &/or grievance resolutions; 1 course or 3 mos. exp. in mediation procedures & methods.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Requires travel.