

THE MEDIATION BODY

The Mediation Body provides Active Members with a place to assert complaints and/or grievances. Mediation Body members investigate the claims and establish the facts. Mediation Body members then follow through with mediation and discussions between the parties, referrals for action or decisions for issues under the responsibility of the Executive Committee and/or the Board of Trustees, and writing reports and creating documentation for Mediation Body records

KNOWLEDGE, SKILLS AND ABILITIES

- Strong sense of right and wrong
- Dedication to the integrity of the organization and the mediation process
- Excellent oral and written communication skills
- Excellent collaboration skills
- Strong organizational skills
- Strong analytical skills
- An awareness of the candidate's own sense of bias and acknowledgement that this must be set aside for the work at hand
- Solid note-taking abilities and documenting of conversations
- Ability to empathize and understand differing positions
- Ability to detach from and deal with emotional issues that may be confusing
- Separating oneself from one's friendships and being able to hold people accountable for their actions
- Ability to stand up for the organization
- Being patient and remaining calm in the face of strong emotions and accusations
- Set personal ego aside for the good of the organization and the resolution of conflict
- Maintain confidentiality throughout and after the process

ADDITIONAL EXPERIENCE

The following experience is helpful but not required:

- Experience in managerial, personnel, or human resources
- Organizational experience (particularly with non-profits) and knowledge of business structures, corporate boards
- Experience with mediation, arbitration, dispute resolution
- Legal experience or understanding of contractual operations, legal duties of officers, best business judgement rules