



COMMUNITY BOARDS

San Francisco Conflict Resolution Center

Celebrating 45 Years of Building Community through Conflict Resolution

PROGRAM ASSOCIATE

Reports to: Program Director

Status: Fulltime 38 hours a week, Non-Exempt

Benefits: Medical, vision, dental, PTO

This position is grant-funded and dependent on continued funding.

SUMMARY

The Program Associate is an essential role within Community Boards. The Program Associate oversees the day-to-day administrative functions of Community Boards' mediation, conflict coaching, and training programs, while maintaining a high level of client confidentiality. The ideal candidate 1.) demonstrates deep listening, empathy, and people skills, 2.) has excellent administrative skills, 3.) shows a passion and capacity for learning alternative dispute resolution (ADR) skills and methods, 4.) able to work in a fast-paced environment, 5.) provides support to other programs when needed, and 7) effectively uses technology (Salesforce, MS Excel, MS Word, etc.).

Essential responsibilities include, but are not limited to the following:

Neighborhood Mediation Program

- Oversee the day-to-day administrative operations of Community Boards' mediation and conflict coaching programs. Ensure all administrative tasks associated with mediation and conflict coaching sessions are completed.
- Work with the Case Development Manager to track progress of mediation and conflict coaching cases and post-mediation evaluation.
- Use Salesforce to maintain up-to-date client, volunteer, and donor records.
- Provide intakes and process payments.
- Support mediators with zoom info, materials, packets, and evaluation forms.
- Manage Spanish-speaking orientations, intakes, and referrals.
- Provide interpretation services for client and community services.
- Send donation acknowledgment letters.
- Provide first contact with walk-in requests.
- Provide referrals and maintain referral database.
- Locate and secure off-site locations for in-person mediations.
- Performs general office administration work, event coordination, and other duties as assigned.

Training Support

- Provide general and technical support for trainings.
- Respond to trainee inquiries and managing enrollment
- Prepare MCLE and training certificates.
- Identify and secure off-site locations for in-person trainings.



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- Process and follow-up on payments for trainings.

Housing Stabilization Program Support

- Provide support to the Housing Stabilization Coordinator and support Spanish-language orientations and intakes.

General Office Support

- Work from the office as needed to fulfill tasks.
- Greet in person visitors with a warm and friendly demeanor.
- Other tasks as needed.

To apply: Please email a cover letter and resume to admin@communityboards.org.
Open until filled.