

PARALEGAL-MEDIATOR 1-2

CLASS DESCRIPTION

General Responsibilities:

This is responsible, specialized professional legal work that gathers pertinent information from parties to assist attorneys with trial preparation; prepares and maintains information and records; performs interpretation and analysis/research on data; keeps track of all cases in corporation counsel; mediates disputes to try and resolve the case before hearing; and performs additional duties as assigned. Work is performed under the supervision of the Equal Opportunities Manager, with leadership and direction from the Hearing Examiner.

This series is structured to provide advancement from Paralegal-Mediator 1 to Paralegal-Mediator 2, as a function of the employee's career development, but generally at most within two years of starting employment as a Paralegal-Mediator 1. Progression to a Paralegal-Mediator 3 is dependent on the employee taking on the full range of responsibilities, serving as a leadworker for lower level staff and interns, and implementation of internal citywide mediation program

Paralegal-Mediator 3

This is the advanced level of the Paralegal-Mediator career progression series. Employees perform work with a higher degree of professional complexity; initiative; judgment and discretion. They take personal accountability in the preparation, presentation, and justification of recommendations. Employees at this level facilitate communication between disputants to guide parties toward mutual agreements. Employees in this classification are responsibility for the implementation and oversight of a citywide mediation program. Under general supervision, employees are expected to exercise professional judgment and discretion within established parameters.

Examples of Duties and Responsibilities:

Conduct, coordinate and track both internal and external citywide mediation as a neutral party. Conduct case matter dispute mediation, facilitate discussion and guide the parties toward a mutually acceptable agreement. Facilitate negotiation and settlement between disputing parties by providing direction and encouragement, working collaboratively with the parties and finding creative ways to reach a mutual solution.

Create, draft and initiate the new mediation process to include assigning mediators, disseminating mediation information, documenting statistical data, and evaluating the DCR mediation program. Maintain the training records and roster or Citywide mediators and assign mediators on a rotating schedule. Review and update all mediation program related forms and letters.

Contact the other party to determine their willingness to participate in a mediation. Continue communication with parties that have reached resolution to ensure the agreed upon terms were met and the appropriate closing documents are filed with the Department. Provide an administrative briefing after each mediation.

Create, draft and support mediation programs for internal partner such as Madison Police Department, Public Health Madison Dan aunty, Building inspection.

Provide paralegal assistance to the hearing examiner and Department of Civil Rights (DCR) in the preparation and handling of civil rights discrimination cases for resolution. Create and open new case files. Maintain case organization and detailed case records. Draft legal papers for subpoenas, orders, motions for hearing examiner, petitions, letters, summons, and affidavits. File documents and distribute to parties, which may include arranging personal service. Schedule and arrange hearing date, reserving a location, arranging (if needed), a court reporter, and sending a Notice to all parties.

Conduct research and gather evidence, organizing and evaluating information, recommending courses of action and preparing legal documents as necessary for legal actions. Draft civil rights discrimination non-probable cause decisions, as well as other pleadings and correspondence related to civil rights discrimination cases. Evaluate and monitor the status of cases and ensure appropriate action is taken to comply with strict commission rule/city ordinance deadlines.

Contact and obtain information from attorneys, agencies, social workers, social service agencies, governmental and quasi-governmental agencies and others to obtain and/or promulgate necessary data and information. Request and track records to complete discovery process prior to hearing dates. Review files in order to prepare for hearings.

Communicate with parties and interested individuals to explain the status of cases, policies and Ordinances related to DCR's process. Work closely with attorneys and unrepresented parties by explaining the process and procedures, assisting with identifying forms, and assisting in related areas. Assure parties' adherence to timelines, laws and rules, through close case monitoring. Monitor the settlement payment status of awards/fees.

Prepare and maintain information and records for the Hearing Examiner and Manager. Prepare and present statistical information.

Maintain confidentiality while handling all case information.

Participate in trainings that further the growth and cause of the Departments initiatives.

Gather and organize a variety of data and information.

Interpret and apply complex rules, regulations, and guidelines.

Develop and maintain electronic system for document management. This includes updating constantly changing information on a case such as opposing attorneys, and outcomes of cases.

Perform related work as assigned.

QUALIFICATIONS

Training and Experience:

Generally, positions in this classification will require:

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Four years of experience in multiple areas of civil rights discrimination laws/equal opportunity rules, comparable to that gained as a Paralegal-Mediator 1 with the City of Madison. Such experience would normally be gained after graduation from an accredited college or university with an Associate's Degree in Applied Science - (Paralegal) or related degree. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Knowledge, Skills and Abilities:

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Thorough knowledge of civil rights discrimination laws/equal opportunity rules, system procedures and practices. Thorough knowledge of legal terms and papers. Thorough knowledge of modern office practices and procedures, including use of software systems and methods of organizing and tracking hard copy and electronic documents. Thorough knowledge of program and project management principles and practices. Thorough knowledge of basic investigatory principles and interviewing skills. Thorough knowledge of effective mediation principles and techniques. Knowledge of the full range of supervisory principles and practices. Ability to effectively research issues and write technical documents. Ability to draft and prepare a variety of legal papers. Ability to gather, organize and evaluate a variety of data and information. Ability to assess a variety of dispositional actions and to take or recommend appropriate actions. Ability to interpret and apply complex rules, regulations, guidelines and laws. Ability to exercise independent judgment and carry out assignments with general continued supervision. Ability to maintain confidentiality as required. Ability to communicate effectively, especially in sensitive situations. Ability to work effectively with multicultural populations. Ability to operate standard office machines. Ability to conduct independent research and investigations. Ability to maintain adequate attendance.

Necessary Special Qualifications:

Ability to meet the transportation requirements of the position.

Must be available for occasional night or weekend work as required, for example in preparation for and assistance with a contested matter, such as hearing an especially complex and time sensitive case, or a case involving special circumstances.

Physical Requirements:

Work is conducted in a normal office environment. The incumbent must be able to skillfully multi-task, and work quickly and accurately, in an exceptionally diverse, fast paced office setting where workload is very time-sensitive and deadlines are dictated by Commission Rules and Department/Division Policy.

Department/Division	Comp. Group	Range
Paralegal/Mediator 1	18	05
Paralegal/Mediator 2	18	07
<u>Paralegal/Mediator 3</u>	<u>18</u>	<u>09</u>

Approved: _____ Date _____
Erin Hillson
Human Resources Director

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