

Florida State Courts System

Class Specification

Class Title: Alternative Dispute Resolution Director

Class Code: 7615

[Pay Grade 28](#)

General Description

The essential function of the position within the organization is to direct and manage mediation and arbitration services. The position is responsible for supervising staff and contract mediators, implementing policy and procedures, conducting training, providing and overseeing mediation and arbitration services, implementing and modifying programs, managing budget, serving as departmental liaison, and performing related administrative functions, including overseeing data compilation and reporting. The position works independently, reporting major activities through periodic meetings.

Examples of Work

(Note: The examples of work as listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position.)

Supervises staff, including providing direction, selecting or recommending selection, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination; supervises contract mediators to ensure compliance with applicable regulations and laws.

Mediates cases, and trains, assists and guides mediators; administers and evaluates arbitration programs; coordinates program services with judges and other program directors.

Collaborates with upper management in establishing and implementing new programs and modifying existing programs; implements policy and procedures and ensures compliance with same by staff and contract workers.

Serves as information resource and liaison for the area of responsibility; consults with staff to resolve problems/issues, communicates with clients to answer questions or resolve problems regarding cases, and exchanges information with court personnel outside the Department.

Collaborates with senior management to develop short and long range goals and objectives for the area of responsibility; oversees implementation of same to ensure adherence to organizational standards, policy and procedures, and to make adjustments as needed.

ALTERNATIVE DISPUTE RESOLUTION DIRECTOR

Develops departmental budget proposals and expenditure estimates; reviews purchase requisitions for mediation programs and orders equipment and supplies to ensure continuous, uninterrupted services.

Gathers information/data to support periodic and special reports documenting activities for the area of responsibility; coordinates statistical reports for mediation and arbitration programs.

Manages administrative/clerical functions, such as preparing periodic employee evaluations, reviewing and amending documents prepared by staff, reviewing timesheets and pay vouchers for staff and contractors, or facilitating completion of mediator continuing education requirements.

Attends and/or conducts staff, community, committee, or other professional meetings to exchange information; attends technical or professional workshops or seminars to improve professional skills.

Competencies

Data Responsibility:

Refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Plans and directs others in the sequence of major activities and reports on operations and activities which are very broad in scope.

People Responsibility:

Refers to individuals who have contact with or are influenced by the position.

Instructs or trains others through explanation, demonstration, and supervised practice, or by making recommendations on the basis of technical disciplines.

Assets Responsibility:

Refers to the responsibility for achieving economies or preventing loss within the organization.

Requires responsibility and opportunity for achieving major economies and/or preventing major losses through the management of a moderate sized department.

Mathematical Requirements:

Deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.

ALTERNATIVE DISPUTE RESOLUTION DIRECTOR

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

Communications Requirements:

Involves the ability to read, write, and speak.

Reads scientific and technical journals, abstracts, financial reports, and legal documents; writes complex articles and reports; makes presentations to professional groups.

Complexity of Work:

Addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.

Performs work involving the application of logical principles and thinking to solve practical problems within or applying to a unit or division of the organization; requires continuous, close attention for accurate results and frequent exposure to unusual pressure.

Impact of Decisions:

Refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.

Makes decisions with extremely serious impact - affects entire organization and impacts other activities/organizations and the general public.

Equipment Usage:

Refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.

Leads or handles machines, tools, equipment or work aids involving moderate latitude for judgment regarding attainment of a standard or in selecting appropriate items, such as computers, peripherals, or software programs such as word processing, spreadsheets or custom applications.

Safety of Others:

Refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.

Requires responsibility for the safety and health of others and for occasional enforcement of the laws and standards of public health and safety.

ALTERNATIVE DISPUTE RESOLUTION DIRECTOR

Education and Experience Guidelines

Education:

Refers to job specific training and education that is recommended for entry into the position. Additional relevant experience may substitute for the recommended educational level on a year-for-year basis.

Bachelor's degree in business administration, social work, law or a closely related field.

Experience:

Refers to the amount of related work experience that is recommended for entry into the position that would result in reasonable expectation that the person can perform the required tasks. Additional relevant education may substitute for the recommended experience on a year-for-year basis, excluding supervisory experience.

Five years of related experience, including two years of supervisory experience.

Licenses, Certifications, and Registrations Required:

Refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.

Requires appropriate Mediator certification.