



**MEDIATION SERVICES: A Community Resource for Conflict Resolution, Inc.**  
**Job Posting: Administrative Support, 12-month term (part-time, flexible, 21 hrs/wk)**

This role requires a person with a diverse set of skills, one who thrives in an environment where multi-tasking is the norm. They must be adept and experienced in managing priorities and 'herding cats'. The successful candidate will be a self-starter, exceptionally organized with great attention to detail. In addition, they must communicate well with great listening skills. The organization is an environment where collaboration and cooperation are valued.

This position reports to the Training Program Coordinator and liaises with the Restorative Justice Diversion Program for data entry, opening and closing files.

**Requirements:**

- Extremely organized, and patient with those who are not
- Ability to work well independently (self-aware, self-monitoring, and self-correcting), and as a team member
- Strong communication skills (verbal and written), ability to initiate and manage difficult conversations, good telephone manner, strong relational skills, ability to be assertive while also being receptive to and adept at implementing feedback.
- Experience in data entry with excellent attention to detail
- Ability to maintain confidentiality
- Excellent computer skills, including Word, Excel, Access, Powerpoint, Adobe, etc. Knowledge of basic website backend a plus.
- Basic understanding of how to manage social media pages/accounts

**Typical Day-to-Day Tasks:**

- Communicating with clients and associates for contract development and fulfillment, from initial inquiry to post contract customer care
- Creating agreements and proposals
- Entering and pulling data from Access databases
- Inputting training information on our websites and social media platforms
- Managing invoices and tracking associate pay
- Printing manuals and materials for our training program
- Editing PDF and Word copies of training materials

- Managing client relationships
- Greeting visitors at reception
- Managing calendars and communication across various platforms

**Compensation:**

The salary range for this position is starts at \$19.21/hr.

**Who we are:**

Mediation Services is a non-profit, charitable organization with a social enterprise based in Winnipeg MB. Our purpose is facilitating peaceful interactions to transform relationships.

**We value:**

- Caring – demonstrating openness, compassion and empathy for people and situations and a desire to help others.
- Collaboration – fostering relationships and better outcomes through working together
- Empower – Providing resources, tools and practice to build knowledge, develop accountability and grow in capacity and confidence.
- Integrity – living out our principles of restorative justice and conflict resolution.

*This is a preference hiring.*

*All applicants are encouraged to apply, however first consideration will be given to candidates who identify as Indigenous, visible minorities or persons with disabilities who meet the required qualifications. Applicants are requested to self-declare at the time of application.*

Application deadline is May 15th at 9 AM CST

\*\* Please apply with a cover letter and resume by email: [info@mswpg.ca](mailto:info@mswpg.ca)

For inquiries, accommodation requests, or additional information, please contact Tony at [tony@mswpg.ca](mailto:tony@mswpg.ca).