

## **JOB DESCRIPTION**

**TITLE:** Conflict Resolution Housing Assistant  
**IMMEDIATE SUPERVISOR:** Housing Manager  
**PROGRAM:** Dispute Resolution Center  
**HOURS & WAGES:** PT (24 hours/week)/\$16 per hour  
**DATE OF DESCRIPTION:** July 2015

### **GENERAL FUNCTION:**

Support Housing Manager in day to day coordination and provision of services for Renter Certification program. Assist in collecting data required for reporting for Renter Certification Program. Perform all functions related to the agency's conflict resolution landlord-tenant services.

### **QUALIFICATIONS:**

Demonstrated belief in alternative dispute resolution processes and client centered decision making. Must possess excellent customer service skills and people skills, strong communication skills; maintain composure while completing diverse tasks. This position requires the ability to exercise good judgment, be compassionate, dependable and be willing to complete office tasks as necessary; demonstrate initiative in applying problem-solving skills to office challenges. Competence in MS Office required, especially Word. Knowledge of local housing issues and any other software expertise is a plus. Must be willing to complete the agency's 40 hour Mediation Training and utilize mediation and conciliation skills when working with clients.

### **PRINCIPAL ACTIVITIES:**

- Answer live phone calls from the public and provide information on landlord/tenant rights and responsibilities with a goal towards conflict coaching and collaborative problem solving between landlords and tenants
- Support services for day-to-day operation of English/Spanish Renter Certification Program by collecting necessary data to support the programs
- Coordinate with Housing Manager to attend meetings and events including Point In Time Count around Snohomish County as required by EHP requirements
- Maintain call records as required for EHP Quarterly Reporting
- Support Housing Manager, Fair Housing and Housing Specialist with Renter Certification classes
- Answer landlord/tenant call line and provide conciliation to resolve housing conflicts
- Outreach projects including meetings, events and brochure/flyer distribution
- Execute mail pick-up, drop-off, and distribution

If you wish to apply for this position, please send your cover letter and resume to:

[recruiter@voaww.org](mailto:recruiter@voaww.org)

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