

Florida State Courts System

Classification Specification

Classification Title: Alternative Dispute Resolution Director

Pay Grade: 62

Class Code: 7615

FLSA Status: Excluded

CLASS SUMMARY

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.

ESSENTIAL JOB FUNCTIONS

(See examples of typical essential functions for this position listed below. Employees with this classification title may perform some or similar but not necessarily all the functions listed; employees with this title may also perform other assigned functions not listed here.)

- Directs and supervises staff, including organizing, selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination; prepares periodic employee performance evaluations; reviews and approves timesheets and leave requests. Supervises contract mediators to ensure compliance with applicable regulations and laws.
- Mediates cases; trains, assists, and guides mediators; administers and evaluates arbitration programs; and 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 them by staff and contract workers.
- Serves as information resource 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 those goals and objectives, ensuring adherence to organizational standards, policy, and procedures; and makes adjustments as needed.
- 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, including, but not limited to, reviewing and amending documents prepared by staff, reviewing timesheets and pay vouchers for contractors, and facilitating completion of mediator continuing education requirements.
- Attends and/or conducts staff, committee, or other professional meetings to exchange information and oversee community outreach.
- Attends technical or professional workshops or seminars to improve professional skills.

MINIMUM 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, legal studies, 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 work experience, including two years in a supervisory or managerial capacity.

CERTIFICATION, LICENSE, AND SPECIAL REQUIREMENTS

(Refers to professional, state, or federal licenses, certifications, or registrations required/desired to enter the position.)

Requires Florida Supreme Court certification in county and family mediation.
Florida Supreme Court certification in dependency mediation is preferred.

COMPETENCIES/RESPONSIBILITIES

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.

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/Errors

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 or spreadsheets.

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

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

The Florida State Courts System has the right to revise this class specification at any time. This description does not represent in any way a contract of employment.

EFFECTIVE: 06/21/2021