

**Position Description  
Cover Sheet**

In order to make an objective and accurate evaluation of a position, it is very important that the position description (PD) contain **specific** data. Therefore, please provide all information requested and forward this form through the division dean to the Human Resources Office for classification.

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Title Community Conferencing Program Assistant \_\_\_\_\_

Division/department    DIV/PRE \_\_\_\_\_

Campus    La Plata \_\_\_\_\_

Check one: New PD    X         Revised PD \_\_\_\_\_      No changes to PD \_\_\_\_\_

Please identify any similar positions already established within the department:

\_\_\_\_\_

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Is this a Director-Level position? Yes \_\_\_\_\_ No    X   

Reports to \_\_\_\_\_ Date    6.12.17     
(Signature)

Title of Position Reported to    Director \_\_\_\_\_

Approval \_\_\_\_\_ Date \_\_\_\_\_  
(Signature - Second-Level Supervisor)

Approval \_\_\_\_\_ Date \_\_\_\_\_  
(Signature - Dean or President)

Account code(s) \_\_\_\_\_

Work schedule 20 hours per week with flexibility to work evening/weekends, as needed.

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**FOR HUMAN RESOURCES DEPARTMENT USE:**

Position number \_\_\_\_\_ Grade \_\_\_\_\_

Statistical group \_\_\_\_\_

Exempt / Non-exempt \_\_\_\_\_ Date \_\_\_\_\_

Requires Financial Disclosure Statement \_\_\_\_\_

If the employee's primary position is EXEMPT, there are no limitations for working in a secondary position. If the primary position is NON-EXEMPT, the following rules apply:

1. The employee cannot hold credit or credit-free part-time faculty positions unless a special exception is made by the division VP.
2. The employee must record the total combined hours worked on the system-generated time sheet which is distributed each pay period. The employee is responsible for obtaining the signatures of both supervisors on this time sheet.
3. The employee's total combined hours worked for all positions should not exceed 40 hours in a workweek.

**POSITION DESCRIPTION FOR: Mediation Program Assistant**

**Core Responsibilities:** Prioritize tasks and responsibilities and summarize them below. Please provide **percentages of time** allotted to each particular task or responsibility, making sure that the **total percentage equals 100%**. Please give specific duties and avoid using generalizations or “other duties as assigned.”

Description: The Community Conferencing Program Assistant assists the Director in coordination of the Community Conferencing Program, which provides community conferencing services to the citizens of Charles County and various referral partners. Duties related to the various programs include coordinating volunteer facilitators, scheduling and conducting community conferences. The Assistant responds to telephone inquiries, e-mails; and performs intakes for citizens who wish to utilize the service.

Employee must be able to manage, track, and keep accurate statistics. They will assist in preparation of grant reports pertinent to the program. This position is supervised by the Charles County Community Mediation Center Director.

20% - Conduct phone intakes from self-referrals, emails and walk-ins and makes pro-active intake calls to all community conferencing referral partners.

20% - Perform and coordinate with volunteers setting up community conferencing to include volunteer assignment, site location and participant notifications.

20% - Follow community conferencing cases from initial intake calls to conclusion to include coordination of location, times, dates, stats and closing cases.

20% - Collect data as needed for community conferences for grantees such as DFA and MACRO and provide statistics to CCC and Outreach partners. Input data into tracking database and any other reports as needed.

20% - Monitor and coordinate site, partnership and outreach follow-up for continued community conference referrals.

**2. Education/Knowledge Required:** Specify required degrees, experience, special skills and abilities necessary for satisfactory performance.

- Possession of a high school diploma or GED Certificate
- Excellent oral, active listening, written, presentation, interpersonal skills
- Effective and creative problem solver that has training as a Community Conference Facilitator or is committed to being trained as a Facilitator
- Receptive to constructive feedback from partners, staff, Local Advisory Council, volunteers and others
- Proven ability to work effectively with a wide range of constituencies

- Ability to work with a diverse staff and client community
- Ability to communicate effectively through oral and written communications
- High ethics, integrity and confidentiality consistent with the position
- **Preference given to applicants with 16 Hour Community Conference Facilitator Training by Community Conference Center (CCC)**
- Proficiency in use of Microsoft Office
- Attention to detail and follow-through and ability to juggle multiple projects effectively,
- Ability to work well with people of diverse ages, ethnicities and education levels
- Ability to use good judgment, respect confidentiality, and exercise sensitivity when confronted with conflict,
- Ability to stay focused during time constraints and high emotions of clients

**3. Supervision:** List all position titles reporting directly to this position, full-time or part-time. Include student assistants, temporary, permanent and part-time faculty supervised in a typical semester or year.

Student assistants and or Interns

**4. Internal & External Contacts:** Identify contacts required within and outside the college, and purpose of contacts. (Example: Contacts vendors for supplies and materials; or meets with tri-county public and private employers to determine training needs)

- State and local government, schools, and professional organizations
- Contacts require ability to think and act creatively on the spot within legal constraints and with a high degree of integrity.

**5. Guidelines/Procedures/Regulations:** Identify guidelines, procedures, instructions, regulations and laws within which the position functions. Be specific.

none

**6. Communications:** Please describe the written and verbal skills required for the position.

Must have excellent oral, active listening, written, presentation, and interpersonal skills.

Responsible for producing written reports, formulating written correspondence on behalf of the office, interacting with constituents (in person, via telephone and electronic medium).

**7. Role Complexity:**

Administrative support and workflow patterns will be governed based on priorities of the office as well as by external forces (i.e. needs of constituents, deadlines set forth by local government agencies).

There are multiple priority tasks associated with this position that will be determined on a daily, weekly, monthly and quarterly basis, depending on the workflow (see above for specific responsibilities).

Position requires advance planning (3-4 weeks) for training and program development and implementation.

The work schedule is 20 hours per week with flexibility to work evenings and weekends.

**8. Creativity & Innovation:**

The program assistant position requires the use of creativity and innovation in the design and implementation of special programs.

**9. Impact:**

The position impacts the college community at large (i.e. local government, non-profit organizations, k-12 system, Charles County, police department, judicial system, civil rights organizations).

**10. Fiscal Responsibility:** Describe the fiscal responsibility. Include total dollars that the position directly controls.

None

**11. Physical Working Environment:** Describe the physical working environment and list any hazardous and toxic substances used in the performance of duties.

This position will be situated in an office setting at CSM and also includes travel within Southern Maryland and Baltimore/Washington, DC area to meet with other program assistants and attend regional meeting.