



# Whatcom Dispute Resolution Center

360.676.0122 | [whatcomdrc.org](http://whatcomdrc.org) | 206 Prospect Street | Bellingham, WA 98225

<b>Position Title:</b>	Intake Specialist - Eviction Resolution
<b>Employment Status:</b>	.75 FTE (30 hours a week), non-exempt, hourly, benefitted
<b>Reports to:</b>	Mediation Program Manager
<b>Starting wage:</b>	\$17 per hour
<b>Position Start date:</b>	As soon as possible
<b>Position Close date:</b>	Open until filled

**To apply:** Email cover letter, resume, and 3 references to Jaina Gemin, Search Coordinator at [jaina@whatcomdrc.org](mailto:jaina@whatcomdrc.org)

**About the WDRC:** The Whatcom Dispute Resolution Center is a 501(c)3 nonprofit organization serving the people of Whatcom County since 1992. Our vision is for Whatcom County to be a community in which people approach conflict in creative and healthy ways.

**Working Conditions:** The WDRC continually strives to provide a supportive, healthy and productive work environment. Staff serve the public through a variety of programming both onsite within WDRC owned and rented facilities, in public and private spaces, and remotely through virtual platforms. Given the nature of the WDRC's mission and services, the possibility of exposure to escalated emotion and offensive language from the public exists. The WDRC expects staff to respond to these instances with diplomacy, tact and compassion.

**Position Description:** The Intake Specialist position serves an integral role within the WDRC, providing direct services to landlords and their tenants who are facing eviction due to nonpayment of rent during peak volume of the Eviction Resolution Pilot Program (ERPP). The Intake Specialist serves as an ambassador of the WDRC's values and interacts regularly with clients, fellow staff, and community partners. A key member of the mediation team, the Intake Specialist is able to work autonomously, and contribute collaboratively, to ensure the provision of high quality services. The position includes a combination of administrative and direct service tasks. An ideal candidate will bring a thoughtful approach to working with the public, be highly skilled in listening deeply and compassionately, and will share a strong belief in the mission of the WDRC, enthusiastically embracing the opportunity to work with our team. This position is contingent upon continuation of contract and grant funds.

## Essential Responsibilities:

- In coordination with the Eviction Resolution Team, assist with Eviction Resolution Intake efforts:
  - Receive and process landlord notices for ERPP.
  - Engage tenants in the ERPP process.
  - Conduct intake for ERPP clients.
  - Connect tenants and landlords to civil legal aid resources, administrators of local rent assistance programs, and others as necessary to support early resolution of nonpayment of rent and related issues.
  - Work closely with Eviction Resolution Specialist(s) and Program Manager to track cases, prepare clients for phone conciliation, and manage the ERPP caseload.
  - Open, track, and close-out cases (client communication, data entry, adherence to WDRC systems)
  - Collect program data (quantitative and qualitative) for reporting and tracking purposes
  - Coordinate and communicate with Eviction Resolution Prevention partners to facilitate service access for clients.
- Administrative duties; including answering calls, typing, filing, word processing, and data management, collection and evaluation.
- Additional duties as assigned; including assisting with general case management and case management support, and shared staff responsibilities.

**Essential Skills and Qualifications:**

- Familiarity with and belief in mediation and alternative dispute resolution
- Ability to be neutral and nonjudgmental
- Ability to convey a high level of professionalism, warmth, and compassion
- Strong listening skills and ability to process and synthesize large amounts of information often from emotionally escalated people
- Highly organized and capable of receiving and tracking a large caseload volume and managing large amounts of complex information and documentation.
- Resilience to emotionally charged conversations
- Strong written and verbal communication skills
- Strong time management skills and ability to successfully adhere to externally prescribed deadlines
- High proficiency with technology including Excel and Microsoft Word
- Ability to work remotely and effectively navigate virtual platforms such as Zoom and DocuSign
- Patience, flexibility, and sense of humor
- Ability to work in a collaborative environment and also successfully work independently
- BA or combination of AA and commensurate experience

**Preferable Skills:**

- Previous case management experience
- Bilingual in Spanish