

JOB DESCRIPTION

Job Title: Programs & Communications Coordinator
Reports to: Executive Director
Status: Full-Time; Non-Exempt
Prepared by: Julie Mitchell, Executive Director, on February 1, 2022
Wages: \$20/hr. plus benefits listed on <https://hawaiimediation.org/jobs/>

Primary Purpose:

- Responsible for coordinating and marketing programs—including Youth Peer Mediation and Adult Community Education—and ensuring program objectives are achieved, while extending our organization’s vision, mission, and values.

Essential Duties and Responsibilities:

OVERALL

- Develop and recommend new or revised program goals and objectives.
- Develop and schedule work plan in accordance with specifications and funding limitations.
- Manage program operations and coordinate program activities.
- Prepare reports, compile results, and maintain statistics on program activities.
- Evaluate program effectiveness to develop improved methods; implement evaluation methodology; analyze results and recommend and/or take appropriate action.
- Recruit and track program participants, presenters, volunteers, and partners.
- Coordinate program scheduling and logistics (venues, refreshments, equipment, materials, etc.)
- Interact collaboratively with outside agencies in facilitating program objectives.

YOUTH PEER MEDIATION

- Develop and expand a Youth Peer Mediation program and Conflict Resolution for Kids series.
- Work with the Department of Education (DOE) and participating schools to ensure that the program is understood and supported by administrators, faculty/staff, students, parents, etc.
- Develop and deliver effective and age-appropriate Peer Mediation and Conflict Resolution for Kids curriculum and trainings for youth in participating schools, after-school programs, etc.
- Support and communicate regularly with on-site school coordinators to ensure that all Peer Mediation programs are running smoothly, and troubleshoot as needed.

ADULT COMMUNITY EDUCATION

- Maintain and expand a Public Workshop Series that advances our mission.
- Maintain and expand a Private Training Program that advances our mission.
- Maintain a monthly Brown Bag Talk Series on our goal of “Finding Solutions, Growing Peace.”
- Assist with in-house continuing education for our professionally trained volunteer mediators.
- Secure local and visiting presenters to provide high quality adult educational programs.
- Target a wide audience of individuals and agencies (public, private, non-profit) as participants.

COMMUNICATIONS

- Develop, compile, write, and post promotional materials for distribution, including flyers, website content, daily social media content, YouTube content, e-blasts, media releases, etc.
- Manage communications (pre- and post-event, including registration, reminders, surveys, etc.).

Other Duties:

- Communicate regularly with all staff, including the Executive Director.
- Comply with all Ku'ikahi Mediation Center policies and procedures, and attend staff meetings.
- Complete Basic Mediation Training.
- Other duties as assigned (including cross-training and special projects approved by the Executive Director).

Continuous Quality Improvement:

- Institute, maintain, and update efficient systems and processes to ensure Ku'ikahi Mediation Center maintains the highest level of professionalism in operations and service quality that exceeds client, mediator, and funder expectations.

Competencies:

- Strong program planning, management, and development skills.
- Ability to work with diverse individuals and groups.
- Excellent verbal and written communication skills, including public speaking and marketing.
- Works well independently as well as part of a team.
- Maintains confidentiality.
- Ability to remain calm and courteous when under stress or in difficult situations.
- Treats others with consideration and civility. Supports self-determination.
- Strong reasoning ability and problem-solving skills.
- Ability to multi-task.
- Strong attention to accuracy and detail.
- Self-motivated. Excellent time management and organizational skills to meet deadlines.

Qualifications:*Education/Experience:*

- Associate's or Bachelor's degree required.
AND/OR
- 3-5 years office and/or programs and/or communications experience required.

Background Check:

- Able to pass a pre-employment criminal background check.

Language Ability:

- Read and comprehend instructions and correspondence.
- Communicate effectively with staff, board members, volunteers, mediators, clients, and visitors, as well as presenters, service providers, vendors, school personnel, and other program partners.

Math Ability:

- Basic math skills (add, subtract, multiply, divide, determine percentages).

Computer Skills:

- Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint), Adobe, email marketing.
- Proficient in and/or ability to learn Canva, WordPress, Zoom, Eventbrite, YouTube, Social Media.
- Comfortable learning new software and systems.

Working Conditions:*Equipment Use:*

- Office phone system, computer, printer, scanner, copier, fax machine, calculator.
- Comfortable learning new software, hardware, and technologies.

Work Hours:

- Up to 40 hours per week Monday to Friday, with occasional evening and weekend shifts.
- Requires regular and predictable attendance.

Physical Demands:

- Continuously sits and frequently stands and walks.
- Frequently lifts and/or carries up to 15 pounds; occasionally lifts and/or carries up to 25 pounds.

The above information on this job description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individual with disabilities to perform the essential function of this position.