



Outreach & Services Specialist Job Description

About Wenatchee Valley Dispute Resolution Center:

Wenatchee Valley Dispute Resolution Center (WVDRC) is a nonprofit 501(c)(3) organization serving Chelan and Douglas counties and dedicated to changing relationships through peaceful conflict resolution. Together with our team of volunteer mediators, the WVDRC provides cost effective mediation services, conflict resolution training, and community education.

About the Position:

We are currently looking for an Outreach & Services Specialist to undertake a variety of program support tasks. You will help in organizing events and outreach activities as well as carry out important customer service duties. To be an excellent Outreach & Services Specialist, you must be organized and detail-oriented, comfortable working with diverse teams, and able to work a flexible schedule.

Requirements & Experience:

AA or BS/BA degree encouraged
Bilingual in Spanish encouraged
Willingness to learn mediation skills

Essential Duties & Responsibilities:

- Represent organization in a variety of public settings to increase awareness
- Establish and maintain relationships with other agencies and organizations in the community
- Research, compile, record, or otherwise gather data or information and prepare reports with information necessary for decision-making
- Use software applications for word processing, spreadsheets, databases, graphics, or scheduling to maintain and develop program communication, materials, and reports
- Maintain and follow established policies and procedures for sensitive information and program implementation
- Manage and respond to incoming communications via phone or email in support of volunteers, community partners, media relations, social media etc.
- Provide customer service to program participants and volunteers
 - Respond to and refer inquiries
 - Greet program participants and volunteers
 - Provide assistance and information to program participants
 - Provide scheduling and agenda support for staff, volunteers, and program participants
- Organize meetings and events, including event planning, set-up, and execution.
- Ensure technology is used correctly for all operations (video conferencing, presentations etc.)
- Support organization growth and program development

Working Conditions & Physical Requirements

The position is based in an office environment but requires travel to events and errands including outreach, training, community networking, and meetings. There is frequent contact with the public in a variety of ways including in-person, phone/email/virtual, indoors, and outdoors. Some travel out of Wenatchee may be required for program needs or training. Some evening and weekend work required.

While performing the duties of this job, the employee is occasionally required to lift and/or move up to 25 pounds. The employee is regularly required to sit at a computer for long periods of time; walk; use hands to finger, handle, or feel; bend and reach with hands and arms; and talk or hear.

Notes

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Wenatchee Valley DRC believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees nor the organization to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary to ensure the success of the company.