

## **JOIN our amazing team! MAKE a difference!**

Do you thrive on building connections and making a lasting impact in your community?  
Are you energized by engaging with people, solving challenges, and bringing events to life?  
Do you love creating positive experiences that bring people together?



Wenatchee Valley Dispute Resolution Center, a 501(c)(3) nonprofit, is seeking candidates to expand our team and advance our mission of changing relationships through peaceful conflict resolution.

WVDRC staff work closely, jointly, and supportively with the Executive Director and volunteers to effectively support and nurture conflict resolution programs and services.

A position with WVDRC is an ideal opportunity for a thoughtful, systems minded, organized, and experienced individual who believes wholeheartedly in our mission and is committed to working collaboratively to strengthen our organization.

### **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

### **Overview of 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

## Skills

- Excellent customer service skills
- Proven experience as program assistant, event coordinator, or relevant position
- Tech savvy, proficient in Microsoft Office and Google Suites and Social Media apps
- Ability to work with diversity and multi-disciplinary teams
- Excellent time-management and organizational skills
- Outstanding verbal and written communication skills
- Detail-oriented and efficient
- Ability to work independently to complete tasks in a timely and accurate manner

## 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.*

**Location:** Wenatchee

**Hours:** Part-time or Full-time

**Pay Range:** \$20-23/hour

**Benefits:** Simple IRA retirement option with 3% company match; PTO (paid time off); Health & Wellness stipend or Health Insurance option

**To apply:** Submit cover letter, resume, and three professional references to Jennifer Talbot, Executive Director, at [info@wvdr.org](mailto:info@wvdr.org).

Use the subject line: Job Application, Position, (YOUR NAME)

[www.wvdr.org](http://www.wvdr.org)