

Community Mediation Maryland
310 Takoma Park, MD 20912

Position: Office and Events Manager
Employee Type: Full-time Exempt

If you are interested in applying for the position, please forward a cover letter and resume to [Hope Braveheart at mdmediation@gmail.com](mailto:HopeBraveheart@gmail.com)

Position Overview: The Office Manager & Events Manager supports the CMM staff with the AmeriCorps program, training, development, and the performance based evaluation process. The Office Manager oversees all aspects of the office operations.

ESSENTIAL FUNCTIONS:

Office Support (*includes support for AmeriCorps, training, research and data collection*)

- Order supplies, food, and other office materials. Collect items from area stores when delivery is not available or affordable.
- Answer phones, respond to voicemail, US mail, and email. Provide accurate information and referrals to the public, including mediation consumers, training customers, and potential volunteer community mediators.
- Troubleshoot staff computer problems. Resolve small issues immediately.
- Coordinate locations and meals for training and events hosted by CMM.
- Update CMM websites as needed.
- Communicate with centers about upcoming training and statewide meetings.
- Track available seats, and expected attendees.(Constant Contact)
- Document all actual attendance with sign in sheets.
- Welcome meeting and training attendees to the CMM Office with food and coffee.
- Prepare binders, handouts, certificates, and other materials for trainings and events hosted and/or facilitated by CMM including:

GENERAL CMM EVENTS

Gala
Staff Retreat
Board Meetings
Membership Meetings
Legislative Education Day

TRAINING & QUALITY ASSURANCE

Coaching Days
PBE Days
Training Scheduling & Input Meeting

AMERICORPS

Pre Service Orientation
Basic Mediation Training
Data Collection & Evaluation
Prisoner Reentry Mediation
Train the Trainer
Attendance Mediation
Intake
AmeriCorps Week
Retreat & Ropes Course
Life After AmeriCorps
Graduation & Exit Interviews

TRAINING & QUALITY ASSURANCE

- Attend and support the Annual Training Scheduling & Input Meeting.
- Manage the training calendar on CMM's website (scheduled training, in-services, Coaching and PBE Days etc...)
- Prepare BMT training contracts and coordinate signatures with mediation center directors.
- Work with training staff to coordinate recruiting and scheduling trainers, PBE evaluators, PBE mediators, and PBE/Coaching Day role players, when needed.
- Manage PBE recordings, notes, and distribution to mediators.
- Provide administrative support to the PBE process.
- Provide in person logistical support on 12- hour-long quarterly events on Saturday or Sunday.
- Other duties as assigned by CMM staff.

RESEARCH & DATA COLLECTION

- Manage Data entry of evaluations
- Other duties as assigned by CMM staff.

AMERICORPS

- Coordinate, attend, and provide logistical and administrative support for all AmeriCorps events
- Coordinate with AmeriCorps Director to ensure federal compliance with member files, background checks, timesheets, and portal requirements for statewide AmeriCorps program (currently 25 AmeriCorps members).
- Other duties as assigned by CMM staff.

FUNDRAISING AND DEVELOPMENT

- Provide general fundraising support, maintain donor database, organize newsletter or fundraiser event mailings, and prepare event materials.
- Participate in the Development Committee and support planning for the annual Gala.
- Maintain and update outreach materials.
- Post periodically to Facebook and other social media platforms.
- Other duties as assigned by CMM staff.

Qualifications

- Proficiency in use of Microsoft Office and other software as well as networking technical support
- Attention to detail and ability to manage multiple projects effectively.
- Excellent oral and written communication skills.
- Ability to work well with people of diverse ages, ethnicities, and education levels.
- Preferred experience with Inclusive Mediation.
- Must have their own transportation. Non-commute mileage costs will be reimbursed.

Start date: Immediate Salary: \$40,000/year plus health benefits and life / disability insurance

This full-time position is generally M-F, 9-5, with some weekend and morning and/or evening requirements. The position is required to be on-site.

The office is currently located in Takoma Park and CMM is seeking to relocate the office to Prince George's County.

CMM is an equal opportunity employer and does not discriminate on the basis of race, religion, color, gender, age, sexual orientation, national origin or disability.