

## MetroWest Mediation Services Program Intern

### **About MetroWest Mediation Services**

MetroWest Mediation Services is a non-profit organization dedicated to helping our community resolve conflict constructively. Powered by our 45 volunteers, we provide a range of dispute resolution services including mediation, conciliation, facilitation, and training. Serving the MetroWest District Courts, Juvenile Courts, Probate & Family Court, as well as community disputes, we mediate over 300 cases per year.

Founded in 1979, MetroWest Mediation has been serving the community for over 40 years. Even with our organization's long track record, we maintain a "start-up" attitude and believe we can do big things in the world of conflict resolution! Recent program growth includes organizational dispute resolution, mediating in additional courts, expanded virtual trainings, prison re-entry mediation, and conciliation.

### **Program Intern**

The program intern at MWMS supports the team mainly through technological and administrative support. This is a great opportunity to gain experience across a wide range of conflict resolution services. The intern is responsible for an array of duties including case intake, database input, consumer advocacy, session coordination, running software support for virtual mediations, outreach and handling all general inquiries.

#### *Essential Job Functions May Include:*

##### *Remote Mediation Software Support*

- Providing technological assistance in virtual mediations & conciliations, as needed

##### *Local Consumer Program Support*

- Train and serve as a consumer advocate to resolve disputes between consumers and businesses

##### *Small Claims Administrative Support*

- Inputting and maintaining case information in the database
- Sending follow-up surveys to clients following mediation completion

##### *General Office Support*

- Responding to general phone and online inquiries for MWMS, raising relevant inquiries to colleagues

##### *Outreach*

- Conduct outreach to the community to increase awareness of MWMS program offerings.
- Assist with social media platforms such as Facebook and Twitter

Along with the aforementioned responsibilities the program intern will also have opportunities to listen in on relevant meetings, especially concerning the development of community mediation in Massachusetts. Throughout the internship, additional responsibilities may be added depending on both personal interest and the needs of MWMS.

The ideal candidate will be a current undergraduate or graduate student, or recent graduate, interested in the field of conflict resolution. You will be detail-oriented, have excellent time management, and be able to consistently follow through on commitments. You will be excited to join a team that has a “start-up” mentality to offer innovative and first-class service in the field of conflict resolution.

Interested applicants, please send: A letter of interest **and** a resume  
Attn: Seth Izen, Executive Director at [jobs@metrowestmediation.org](mailto:jobs@metrowestmediation.org)

*MetroWest Mediation Services, Inc. is committed to a policy of equal employment opportunity for all individuals without regard to race, color, religion, sex, sexual orientation, marital status, age, veteran status, national origin or disability. We encourage applications from those who will contribute to the diversity of the organization.*