

## **CLASS SPECIFICATION**

### **SAN DIEGO CITY CIVIL SERVICE COMMISSION**

#### **ASSISTANT DISPUTE RESOLUTION OFFICER - 1409**

##### **DEFINITION:**

Under general supervision, to assist in resolving citizen disputes without formal court proceedings; to conduct interviews, mediation, and informal hearings in the Dispute Resolution Program; and to perform related work.

##### **\* EXAMPLES OF DUTIES:**

- Conducts interviews with individuals in assigned cases to determine the facts in the cases and proper approach to resolve them;
- Prepares written documentation of case history;
- Performs formal mediation when appropriate to resolve conflict within a case;
- Conducts informal office hearings to obtain compliance with the law;
- Recommends cases for prosecution;
- Conducts hearings for the San Diego Parenting Program to determine proper course of action for parents of minors involved in illegal activity;
- Recruits interns from law schools for the internship program;
- Supervises subordinate staff performing support duties for the Dispute Resolution Office;
- Performs related duties.

##### **MINIMUM QUALIFICATIONS:**

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

College graduation with a Bachelor's Degree or equivalent education (i.e., minimum completed units = 120 semester/180 quarter); **AND** one year of professional experience as a mediator. Qualifying professional mediation experience must be in a professional mediation agency (e.g., San Diego Mediation Center, California Dispute Resolution Council) or court program.

\* **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.