

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Commissioner of Community Mediation

CLASS CODE: 2389

GENERAL DESCRIPTION OF DUTIES:

Incumbents direct and coordinate operations of the City of St. Louis Office of Community Mediation, including the management and supervision of administrative support staff and volunteer mediators assigned to the unit.

DISTINGUISHING CHARACTERISTICS:

This is an advanced-level managerial classification in the Corrections and Legal Series – Adjunct Group job family within the City of St. Louis. Incumbents perform complex duties with a variety of related tasks. The distinguishing characteristics of this classification within the series include responsibility for the overall management the City of St. Louis Office of Community Mediation organized under and reporting to the City Counselor.

Incumbents work under administrative direction. They are free to plan, direct and organize all phases of work necessary for its completion within broad program guidelines. Incumbents generally report to an executive level administrative official.

This class contains positions whose incumbents are delegated on a regular and recurring basis full authority to integrate and coordinate a group of dissimilar functions, all contributing to a common objective. Positions in these classes are held accountable for the work performance of subordinate staff and volunteers. This level of work interprets and explains individual and collective objectives set by senior management from overall goals to subordinate staff and volunteers.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Plans, organizes, coordinates and controls the work unit's operations/programs to establish operational priorities, coordinates these operations with other functions within the agency, and ensures program objectives and standards are established, attained and congruent with overall goals.

Determines and requests/submits staff, material and equipment needs for managed operations/programs.

Contributes to the formulation and justification of budgetary requests for the program as a whole.

Determines performance evaluation standards and procedures to provide information to subordinate staff on individual work performance expectations to ensure complete and objective appraisal of subordinates' performance.

Develops and directs the implementation of operational plans pertinent to managed operations/programs to ensure the establishment of appropriate goals and the development of action steps to achieve these goals.

Develops and recommends new and revised rules, policies, and procedures to respond to changes in operational/program needs, objectives, and priorities and to improve the effectiveness of managed operations/programs.

Oversees and manages the City of St. Louis Office of Community Mediation organized under and reporting to the City Counselor.

Communicates to the employees and citizens of the City of St. Louis the availability of the voluntary mediation services offered by the office.

Develops a process for receiving and reviewing requests for mediation services between individuals, businesses, and other groups.

Ensures that all requests are reviewed and a determination is made as to whether or not mediation is appropriate within thirty (30) calendar days. Notifies the parties of the request of this decision in writing, within ten (10) calendar days of a determination.

Establishes a protocol for delivering voluntary mediation services, which is consistent with nationally recognized standards for community mediation services, including measures to ensure the confidentiality of mediations.

Provides the mechanism to discuss constructively differences, resolve conflicts and reconcile complaints for the citizens, community leaders, community businesses, elected officials, police and employees of the City of St. Louis.

Engages competent, professionally trained volunteers from the community to provide mediation services.

Facilitates the development of a professional training program for volunteer mediators that is consistent with recognized standards.

Establishes a schedule of fees for mediation services.

Monitors the outcomes and lasting results of mediations.

Provides a detailed, written report to the Board of Alderman outlining the particulars and results of the program on a yearly basis.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

Human Interaction:

Requires the ability to provide first line supervision. Ability to persuade, convince, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as a motor vehicle, and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a variety of advisory data and information including the principles, practices, and procedures of investigation and administrative hearings; rules, laws, and regulations of police administration; financial statements, technical operating manuals, statutes, procedures, guidelines and non-routine correspondence.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages, and decimals; may require the ability to perform mathematical operations with fractions and conduct quantitative analysis.

Functional Reasoning:

Requires the ability to apply principles of influence systems such as supervision, managing, leading, teaching, directing, planning, coordinating and controlling. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or multiple programs.

Environmental Factors:

Work is normally performed in an office environment under generally safe and comfortable conditions where exposure to adverse conditions poses a very limited risk of injury.

Physical Requirements:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five (5) to ten (10) pounds, such as office supplies.

Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements:

Requires the ability to recognize and identify degrees of similarities or differences between characteristics of colors, shapes, sounds, and textures associated with job-related objects, materials and tasks, such as conducting training and performing site visits.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.