



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### ALTERNATIVE DISPUTE RESOLUTION (ADR)

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
ADR Coordinator	H10221	65	

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

#### Occupation Description

Incumbents in this classification promote dispute prevention and alternative dispute resolution as a cost-effective means of resolving issues, problems or complaints before they progress to formal procedures.

#### Nature of Work

Develops and maintains procedures for settling disputes in an expedited manner by means other than litigation. Fosters long term relationships among agency personnel, clients, vendors, citizens, or other interested parties. Promotes an internal appeals procedure as a means of resolving employee complaints before they end up as a charge with an agency such as the EEOC or in litigation. It is critical that the ADR Coordinator be perceived as a neutral, confidential, and accessible resource for the early intervention and resolution of conflicts.

#### Distinguishing Characteristics

*Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.*

- Works with state Office of Alternative Dispute Prevention and Resolution to ensure consistency of mediation process.
- Works with employee relations, human resources and personnel management, labor-management representatives, other state of federal agencies, and the general public.
- Develop, implement and coordinate an agency dispute prevention and resolution plan and corresponding agency rules, policies, procedures for the use of ADR.
- Acts as the agency's primary point of contact on all matters related to ADR
- Identifies and coordinates qualified mediators to facilitate mediations.
- Serves as a mediator and/or facilitator in employment and other program area disputes.
- Conducts intake of potential participants in mediation situations.
- Conducts informal and formal interviews to assess each participant's readiness to mediate.
- Conducts management and employee training sessions to promote mediation and provide basic level mediation training to employees
- Conducts presentations and develops informational packets to market ADR and mediation processes.

- Attends various meetings, conferences, trainings and education programs.
- Exhibits confidentiality with respect to all matters regarding ADR; employee cases, records, reports; remains neutral and accessible resource for the early intervention and resolution of conflicts.
- Compiles and maintains records and statistics of the ADR operations.
- Prepares written and oral reports and responds to requests for information.
- Develops a tracking system (measurement tool) and aggregate information to determine return on investment for ADR and mediation services and to comply with Governmental Dispute Prevention and Resolution Act's reporting requirements.
- Communicates with agency Human Resources staff, Loss Control Coordinator, Risk Management Division, and state Office of Alternative Dispute Prevention and Resolution.
- Maintains cooperative working relationships with related state, court, community and other governmental and private agencies in order to achieve general organizational goals as well as specific project goals.

### **Recommended Education and Experience for Full Performance\***

Bachelor's degree in public administration, business management, social services, political science and four (4) years of experience in one or more applicable areas including, but not limited to, public administration, alternative dispute resolution program development, regulatory law, or experience in mediation or facilitation is preferred. Any combination of education, training, and experience will be accepted that provides the desirable qualifications.

### **Minimum Qualifications**

Bachelor's degree in public administration, business management, social services, political science and two (2) years of experience in one or more applicable areas including, but not limited to, public administration, alternative dispute resolution program development, regulatory law, or experience in mediation or facilitation is preferred. Any combination of education from an accredited college or university in a related field and/or direct experience in this occupation totaling six (6) years may substitute for the required education and experience.

### **Knowledge and Skills**

*Note: This information has been produced by compiling information and documentation provided by O\*NET. O\*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

#### **Knowledge**

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Law and Government** — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

**Sociology and Anthropology** — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.

**Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.

**Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

**Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

**Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

**Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

## Skills

**Negotiation** — Bringing others together and trying to reconcile differences.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Speaking** — Talking to others to convey information effectively.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

**Persuasion** — Persuading others to change their minds or behavior.

**Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

**Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

**Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.

**Statutory Requirements:** § 12-8A1 through 10 NMSA 1978 (Governmental Dispute Prevention and Resolution Act).

**Conditions of Employment:** Must have completed a minimum of forty hours basic mediation training/dispute resolution training, to be supplemented by continuing educational courses. Must have attended ethical standards training and understand the application of these standards in practice. Work is performed in an office environment; continuous contact with attorneys,

litigants, other staff and the general public. Work requires occasional moderate lifting of objects weighing up to 25 pounds.

**Default FLSA Status:** Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

**Bargaining Unit:** This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

**Established:** 11/13/2009                      **Revised:** 9/20/2011

*\*Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation and are not to be construed as minimum qualifications.*

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*