



Duty Statement

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)
Dispute Resolution	Attorney	
UNIT/PROGRAM/SECTION	EFFECTIVE DATE	CBID
Dispute Resolution Division		R02
INCUMBENT	REPORTING LOCATION	IMMEDIATE SUPERVISOR
POSITION DESCRIPTION		
Under direction of the Assistant Chief Counsel of the Dispute Resolution Division, with some review and authority, the Attorney facilitates communications between complainants and respondents to discuss their dispute and reach a mutually agreeable resolution. An Attorney in the Dispute Resolution Division works as a mediator with supervision, and is expected to have a commanding understanding of the laws the Department enforces.		
ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES, AND IS FREE FROM DISCRIMINATION.		
ESSENTIAL FUNCTIONS:		
%	TASK/DUTIES	
35%	Judiciously schedule pre- and post-investigation mediations for individual, class, group, and systemic civil rights cases. Engage in pre-mediation work including: - Review all documents in the Mediator Portal for the case. - Facilitate the convening of mediations in a manner that ensures parties understand the process and prioritizes the parties' needs and preferences with respect to timing and format (i.e. video, phone, in-person, etc.). - Conduct pre-mediation calls with parties to obtain further information about their positions. - Facilitate pre-mediation negotiations as appropriate. - Review and analyze parties' pre-mediation submissions, including mediation briefs and documents. - Research issues raised in the complaint, pre-mediation briefs, and other documents to identify any legal or policy concerns that need to be addressed prior to mediation or in mediation. - Inform DRD management of any concerns prior to the mediation, consistent with Division and Departmental policy. - Meet Dispute Resolution Division timelines and protocols for convening and closing mediations.	
35%	Conduct a mediation fostering an environment that is mindful of the needs and sensitivities of the parties, including the following: Uphold confidentiality and ethical integrity in resolving dilemmas and potential conflicts of interest, taking appropriate action when necessary. Maintain awareness and adherence to mediation ethics and rules of professional conduct including but not limited to The Standards of Practice for California Mediators (California Dispute Resolution Council, The Model	



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	Standards of Conduct for Mediators (American Arbitration Association, American Bar Association, and Association for Conflict Resolution), and the California Rules of Professional Conduct and the Uniform Mediation Act. • Build and sustain trusted relationships with parties, collaborating to identify pathways for early and constructive resolution. • Communicate clearly and persuasively by actively listening, articulating ideas, and presenting viewpoints with clarity. • Speak confidently on sensitive, complex issues while fostering a respectful and solution-oriented environment. • Analyze party needs and proactively generate innovative, tailored approaches to address them. • Demonstrate curiosity and insight by applying creative problem-solving strategies to novel situations, while evaluating risks and values in high-stakes matters. • Engage respectfully and empathetically with individuals of diverse backgrounds, recognizing unspoken cues and nonverbal communication to build understanding. • Persevere through challenges with optimism, resilience, and professionalism under pressure. • Facilitate productive dialogue and collaborative problem-solving using empathy, innovation, and a solution-focused mindset to support early, mutually beneficial outcomes. • Assist parties in assessing case strengths and limitations, guiding negotiation efforts and fostering an environment conducive to resolution. • Collaborate with parties and supervisor to clarify and ensure compliance with Dispute Resolution Division timelines, protocols, and reporting procedures throughout mediation processes
25%	• Prepare and review written settlement agreements consistent with California law and Departmental procedures. • Keep abreast of developments and changes in the law and policies and conduct legal research as necessary. • From assignment through closure of the mediation case, keep the parties and your supervisor informed about status, including mediation dates and case closure.
MARGINAL FUNCTIONS:	
%	TASK/DUTIES
5%	Participate in Division wide activities, including working with and responding to management or administrative inquiries, attending staff meetings and trainings, education, outreach activities and/or training of other members of the Department. Perform other duties/projects as assigned.
TYPICAL WORKING CONDITIONS	
The demands described here are representative of those that must be met by the incumbent, with or without a reasonable accommodation, to successfully perform the essential functions of the job. • Requires daily use of a personal computer and related software applications at a workstation. • Requires ability to complete tasks that typically may require making repetitive hand movements in the performance of daily duties, with or without reasonable accommodations and modifications to facilitate such tasks. • Requires prolonged sitting and/or standing at a workstation for 6.5 to 7 hours per day. • Requires dependability and excellent attendance records. • May require occasional driving to conduct on-site state business.	



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TELEWORK DESIGNATION:

This position is designated as telework eligible-hybrid.

DESIRABLE QUALIFICATIONS:

- Completion of at least 40 hours of verifiable formal mediation training that includes conflict resolution, mediation theory and role-play and mastery of the laws governing mediation, including, but not limited to confidentiality.
- Mediation of numerous cases alleging employment, housing, or other forms of discrimination that may or may not have specified claims under Fair Employment and Housing Act, Unruh Civil Rights Act, and/or Ralph Civil Rights Act violations to conclusion in the role of mediator.
- Proven expertise in cultivating collaborative environments through effective communication, creative problem solving, and strategic conflict resolution.
- Skilled in demonstrating emotional intelligence, building trust, and establishing credibility with individuals from diverse backgrounds.
- Ability and experience in the role of mediator to effectively analyze legal issues in dispute, evaluate their importance and susceptibility to compromise and formulate ideas and practical suggestions for alternative solutions.
- Experience conducting mediations via videoconference using web-based platforms such as Zoom or other videoconferencing platforms.
- Ability to multi-task, meet deadlines and work well under time constraints.
- Excellent organizational and case management skills.
- Integrity, initiative, tact, dependability, good judgment, and ability to work independently and cooperatively.
- Ability to operate a computer and knowledge of MS Excel, Word, and Teams and other critical software programs.
- Ability to travel to conduct State business.

SPECIAL REQUIREMENTS:

The Attorney has contact with Departmental management and staff, complainants, respondents, and legal representatives.

Adheres to all applicable laws, regulations, policies, and procedures, including but not limited to the CDRC Standards of Practice for California Mediators, Political Reform Act, Statement of Incompatible Activities, Administrative Manual, and directives from departmental management personnel. Failure to use good judgment in handling sensitive and confidential information could result in violation of individual privacy rights, prejudice to CRD cases, and discredit to the Department.

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.

SUPERVISOR STATEMENT:

I CERTIFY THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION. I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE WITH A COPY OF THIS DUTY STATEMENT.



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SUPERVISOR NAME (PRINT OR TYPE)	SUPERVISOR SIGNATURE	DATE
EMPLOYEE STATEMENT: I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.		
EMPLOYEE NAME (PRINT OR TYPE)	EMPLOYEE SIGNATURE	DATE