



Community Mediation Calgary Society – Intake Coordinator

Interested in Building Peaceful Communities? Come join our CMCS team!

Part-Time Contract - 30 hrs/month - Remote in Alberta

Community Mediation Calgary Society (CMCS) is a Not-for-Profit organization based out of Calgary. We provide free dispute resolution services including mediations, conflict assistant meetings, and community presentations with the goal of building peaceful communities.

The Opportunity

We are looking for a self-motivated, detail oriented person to join CMCS and take on the Intake Coordinator role. This role is the key point of contact for our clients and members. If you have a passion for dispute resolution and want to help deliver exceptional services, **please send a cover letter and resume to President@communitymediation.ca by August 4, 2026.**

The Intake Coordinator is responsible for the following:

- Coordinating service delivery for our clients and volunteer mediators including
- responding to client calls and emails for mediation services,
- determining if mediation is appropriate,
- managing the referral request process through to delivering service(s), and
- documenting these actions in the CMCS client database.
- Being the point of contact for volunteer mediators and maintaining the membership databases.
- Confirming volunteer mediator qualifications and ensuring a high-quality experience for our clients and members.
- Communicating and collaborating with the other conflict coordinator and liaising with the CMCS Board of Directors.

Skills and Experience

We are looking for a person with the right combination of skills to manage the increasing number of mediation calls and offer the best pre-mediation experience to our clients. The right person will have

- substantial interest-based mediation training (ideally a mediation certificate or significant progress towards this certificate) and be comfortable with conflict;
- excellent communication skills and relationship-building skills;
- highly organized;
- attention to detail/record keeping;
- competent computer skills including Microsoft Word, Excel, SharePoint, Outlook, and be familiar with managing databases;
- an ability to switch between tasks and follow up about service delivery; and
- a desire to work from home and be available to respond to communications within one business day.

Responsibilities

Intake Service Delivery (~80%):

- Communicate with clients including

- responding to calls,
- listening to concerns,
- describing the mediation process and discussing options, and
- making referrals to other agencies.
- Evaluate if a CMCS mediation is appropriate. If “yes,” arrange for a session with volunteer mediators. If “no,”
- refer to commercial mediation sources; or
- when a formal mediation is not possible (e.g., one party does not want to attend), suggest a CMCS Conflict Assistance Meeting (CAM) to the other party.
- Maintain records and statistics on client contacts, mediations, referrals, services delivered, outcomes, etc.

Membership Service Delivery (~15%):

- Maintain CMCS volunteer rosters including documenting qualifications, collecting member requirements, and updating databases.
- Monitor volunteer mediator participation as they progress through the practice levels.
- Maintain CMCS membership records including status and recognition program.
- Respond to calls and emails about roster training, membership meetings, events, and other CMCS service delivery business.

Administrative (~5%):

- Make service delivery recommendations to the Board.
- Attend coordinator meetings and provide data to the Operations Liaison
- Provide information to the Board upon request.

Role Details:

- One position to be filled: one-year part-time contracts with the potential for extension.
- Work from home.
- This position is overseen by the Operations Liaison Contract.
- Hours start at 30/month per contractor, with occasional opportunities for more.
- Salary: \$25.00- \$30.00/ hour