



THE MEDIATION CENTER OF THE PACIFIC, INC.

Bringing People Together to Talk, Negotiate and Resolve Conflict Creatively

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JOB DESCRIPTION: EXECUTIVE DIRECTOR OF THE MEDIATION CENTER OF THE PACIFIC, INC.

Position Title: Executive Director

Location: Honolulu Hawaii

Reports To: Board of Directors

FLSA Status: Exempt

Salary: \$130,000 - \$150,000

POSITION OVERVIEW

The Executive Director (ED) is the chief executive officer of The Mediation Center of the Pacific (MCP) who is responsible for the leadership, management, and overall success of the organization. The ED will work closely with the Board of Directors, staff, community partners, and stakeholders to advance the mission of the center, providing essential mediation and dispute resolution services to individuals, businesses, and organizations within the community. The Executive Director will oversee all operational, financial, programmatic, and fundraising activities, ensuring the center's sustainability and impact.

KEY RESPONSIBILITIES:

Leadership and Strategy

- Provide visionary and strategic leadership to the organization, ensuring the alignment of all activities with the mission, vision, and values of the center.
- Collaborate with the Board of Directors to develop and implement strategic goals and objectives that will advance the center's mission.
- Cultivate a positive and inclusive organizational culture, fostering a team-oriented and results-driven work environment.
- Anticipates problems, defines problems, analyzes and generates multiple solutions.
- Anticipates the need for change or transition and leads organizational change and innovation, adapting to community needs and emerging trends in conflict resolution and mediation.

Operations and Program Management

- Oversee the development, implementation, and evaluation of all programs, ensuring high-quality services and client satisfaction.
- Supervise and support a team of professional mediators (volunteers and independent contractors) and administrative staff, promoting their growth and professional development.
- Develop and manage program budgets, ensuring the effective allocation of resources to achieve organizational goals.
- Ensure compliance with all legal, regulatory, and ethical standards for mediation practices.
- Foster relationships with community stakeholders, including local government agencies, businesses, schools, and non-profit organizations, to promote mediation services.

Financial Management and Fundraising

- Lead fundraising efforts, including identifying funding opportunities, writing grants, and cultivating relationships with donors and supporters to grow MCP's financial base and ensure a solid financial structure for maintaining and growing programs and operations..
- Manage the center's financial health, including preparing annual budgets, financial reports, and forecasts.
- Ensure financial sustainability through diverse funding streams, including grants, donations, contracts, service fees, fund development campaigns, and community partnerships.
- Develop and execute fundraising campaigns and events to secure necessary resources for operations and programs.

Board and Stakeholder Relations

- Serve as the primary liaison between the Board of Directors and the organization's staff, ensuring effective communication and collaboration.
- Regularly report to the Board on organizational performance, program outcomes, financial status, and strategic initiatives.
- Build and maintain relationships with key community leaders, funders, and partners to strengthen the center's impact and visibility.

Advocacy and Public Relations

- Represent the center in public forums, media, and community meetings, raising awareness of the benefits of mediation and conflict resolution.
- Advocate for policies and practices that support alternative dispute resolution at the local, state, and national levels.
- Increase the center's visibility through strategic communication and outreach, utilizing digital media, public speaking engagements, and publications.

QUALIFICATIONS:

Education and Experience

- A Juris Doctorate in law. Member of the Hawaii State Bar Association preferred.
- A minimum of 7-10 years of progressive leadership experience in a nonprofit or business organization, with at least 5 years in a senior management role, preferably in the field of conflict resolution, mediation, or community engagement.
- Experience managing diverse teams and leading organizational change.
- Proven track record in fundraising, financial management, and strategic planning.

Skills and Abilities

- Strong understanding of conflict resolution, mediation principles, and alternative dispute resolution practices.
- Excellent leadership and team-building skills, with the ability to inspire and manage a diverse group of professionals.
- Excellent fund development and fundraising skills and relationship building.
- Strong communication and interpersonal skills, with the ability to engage effectively with diverse stakeholders, including clients, board members, donors, and community partners.
- Strategic and critical thinking and problem-solving abilities, with experience in guiding organizations through complex challenges.
- Anticipates and prepares for adversity and rebounds quickly.
- Transparent as is wise to be.
- Guided by values in actions and decisions.
- Experience with nonprofit governance, including working with a Board of Directors and understanding nonprofit financials.
- Strong technological skills with the ability to communicate via multi channels of email, Teams, and other messaging applications.
- Commitment and preferred experience in integrating technology into daily operations for efficiency.
- Understands what moves people to change and seeks to inspire and motivate by appealing to values, ideals, and needs.

Evaluation

- The Executive Director will meet regularly but at minimum annually with the Executive Committee to create a strategic development plan for the year.
- The plan will include numeric goals for each of the basic responsibility categories, as well as program and professional development goals.
- At the end of each year, the Executive Director and the Executive Committee will review progress toward the annual goals.

WORKING CONDITIONS:

- This is an in-person position based at The Mediation Center of the Pacific, 1301 Young Street, Honolulu, Hawaii, 96814.
- The Executive Director is expected to be physically present at MCP during core operating hours and as needed to support programming, events, and staff.
- The role will require availability on some weekends and evenings, and the ability to work beyond a standard 40-hour work week, based on the demands of the position.
- Travel to offsite meetings, presentations, and other functions is required, and the ability to drive is highly preferred. A valid driver's license and an acceptable driving record are required for those who drive.

ABOUT THE ORGANIZATION:

- The Mediation Center of the Pacific (MCP) is a 501(c)(3) community based organization that has served Oahu's communities since 1979 and was the first dispute resolution organization in the state. Since its beginning, MCP has grown with the growth of mediation, ensuring that high quality mediation and dispute resolution services are accessible for all. Today MCP serves over 13,000 people annually. Cases are referred directly from the courts, as well as through community programs designed to address current community needs from housing stability, eldercare, and more.

PERSONAL CHARACTERISTICS:

- A passion for community empowerment, social justice, and conflict resolution.
- High ethical standards and integrity, with the ability to maintain confidentiality and build trust within the community.
- Ability to adapt and thrive in a dynamic and evolving environment with openness and curiosity.
- Commitment to promoting equal opportunity within the organization and the community.
- Exhibits high self-awareness of strengths and weaknesses and actively seeks out and addresses relevant feedback.
- Ability to self-manage and demonstrate high emotional intelligence.

COMPENSATION:

- Salary range: \$130,000 - \$150,000.
- Comprehensive benefits package, including health insurance, 401K plan, and paid time off.
- Professional development opportunities.

HOW TO APPLY

Interested candidates are invited to submit a resume and cover letter outlining their qualifications and interest in the position to EDsearch@mediatehawaii.org.

The Mediation Center of the Pacific is an equal-opportunity employer. We encourage candidates of all backgrounds to apply.

This Executive Director role provides a unique opportunity for a passionate, visionary leader to make a lasting impact on the community by driving the success and growth of a respected community mediation center that has provided high quality mediation and dispute resolution services for Oahu's communities over the past 46 years.