

Job Description

**Mediation Secretary - Principal Technical Leader-180000345**

Description

**Vice-Presidency for Finance and Administration  
MEDIATION SECRETARY  
Grade 1 / Principal Technical Leader  
(Technical Track)**

The Inter-American Development Bank (IDB), the largest and leading sources of financing for economic, social, and institutional development in Latin America and the Caribbean, is seeking a highly-motivated and experienced individual to fill the position of Mediation Secretary.

The "IDB Group" (IDBG) includes the Inter-American Development Bank (IDB), the Inter-American Investment Corporation (IDB Invest/IIC) which is committed to development through the private sector, and the Multilateral Investment Fund (MIF). Each member has a separate ownership and financial resources. The IDB and IIC are public international organizations, and the MIF is a fund under the administration of the IDB. Services to IDB Invest/IIC are performed under the framework of a service-level agreement.

The IDBG recognizes that conflict is normal in any work environment and values the importance of addressing workplace issues at the earliest possible stage. The IDBG maintains a robust internal Integrity and conflict resolution system, which includes employee ethics, conduct, and grievance systems. Within that context, the Mediation Office is one of several resources available to employees to manage and resolve work-related issues in a productive way.

The Office of Mediation offers conflict resolution services that are safe, independent, and impartial and promote constructive dialogue, serving IDBG employees who are dealing with work-related issues and or grievances. It is directed by the Mediation Secretary, who is appointed by the President, and is responsible for guiding or advising those involved in conflicts regarding the tools available through mediation and for coordinating the mediation process. The mediation process is designed to give parties involved an opportunity to talk and resolve their differences. The Mediation Secretary reports directly to the Vice-President for Finance and Administration (Washington, D.C., Headquarters) in his/her day-to-day work and in the management of the Office.

The Mediation Secretary will be responsible for managing the IDBG Mediation Office, and including all aspects of its daily operations. He/she will be responsible for overseeing all mediation cases and ensure quality standards in the interpretation and application of mediation-related regulations, procedures and practices. He/she will also conduct outreach to employees and supervisors, serve as mediator in informal mediations, and supervise a roster of qualified mediators. The finalist should have demonstrated capability in managing complex and diverse processes that require input and coordination with multiple stakeholders.

The position requires independence from staff or Management, and the avoidance of conflicts of interest or undue influence. The Mediation Secretary will be readily accessible to all employees, providing timely solutions and avoid bias towards any individual or group.

The Mediation Secretary will be appointed under a fixed-term contract, with eligibility for renewal, in the Bank's discretion and subject to Bank policies.

Selection is expected at the Grade 1 technical level.

### **Principal Functions:**

- Manage mediation services to facilitate resolution of conflicts and grievances between and amongst staff and supervisors in all IDBG offices.
- Develop and maintain a roster of qualified internal and external mediators, with the skills profile required for IDBG mediations.
- Serve as Mediator in informal mediation cases, when selected by parties.
- Provide training to internal and external mediators to familiarize them with IDBG policy, procedure and culture.
- Assign cases to assure quality of and provide oversight and administrative support to mediators.
- Inform and, where necessary, guide parties in potential or active disputes about the mediation process and assist them to initiate it.
- Maintain neutrality and impartiality towards all parties and confidentiality within the process, gather information, as appropriate, and help parties identify and understand issues and interests, explore options, and generate solutions to which all parties agree. Draft agreements, when requested.
- Work collaboratively with relevant actors in the various IDBG offices to achieve mediated solutions to employment-related problems raised by the parties when requested.
- Monitor implementation of mediation agreements.
- Identify and flag systemic issues emerging from successive mediations for Management's attention.
- Assist in maintaining a case management system.
- Provide periodic reports to Management on trends, institutional issues, and emerging themes.
- Develop and deliver outreach and learning activities on mediation and conflict management to help staff and management efficiently utilize mediation.
- Remain informed of best practices and state-of-the-art approaches in the field of mediation and continually seek improvement in the quality and array of professional services provided.
- Perform other duties to support the conflict resolution system.
- May supervise employees and provide performance feedback accordingly.

### **Qualifications:**

**Education:** Master's degree or equivalent degree in law, human resources or other social sciences or related discipline.

**Experience:** Minimum of 10 years of professional relevant work, with at least 7 years of experience with alternative dispute resolution mechanisms mediation, and/or labor relations preferred.

**Communication Skills:** Outstanding interpersonal and communications skills with bilingual command of Spanish and English, orally and in writing. Knowledge of Portuguese and/or French is desirable (oral and written). The ability to maintain confidentiality and to inspire trust, and demonstrate high personal integrity is crucial. Should have demonstrated ability to listen to others, correctly interpret messages, respond appropriately; should articulate and deliver difficult messages and concerns.

The selected candidate **should demonstrate the following technical abilities/skills:**

- Ability to leverage on best practices and approaches in the field of workplace conflict resolution and apply advanced negotiation techniques and skills to particularly complex or sensitive negotiations.
- Use data, experience, and good judgment to make sound decisions and devise effective solutions to problems.
- Turn difficult and highly complex conflict situations into opportunities.
- Proven record of effectively managing services or processes. Demonstrate thorough knowledge of financial/resources planning concepts.
- Strong ability to identify, diagnose, and recommend changes or improvements to business processes and workflows to increase efficiency and effectiveness.

- Solid understanding of the dynamics of a culturally diverse environment in the workplace.
- Ability to work collaboratively with relevant actors in the various Bank offices to achieve mediated solutions to employment-related problems raised by the parties, when requested.
- A keen understanding of, and preferably experience with, the work of multilateral development institutions.
- Highest standards of individual integrity, discretion, and judgment. A high level of professional integrity with earned respect of professional peers is expected.

**Core Competencies:**

**Innovation and Creativity:** Develops imaginative ideas and solutions through creativity, experimentation and critical thinking.

**Communication and Influence:** Communicates effectively and leverages relationships and strategies to influence others.

**Client Focus:** Understands client needs and provides services that meet their expectations for quality and performance; meets the Bank's expectations for ethical behavior.

**Developing People and Teams to Deliver Results:** Builds talent and capability inside the organization through coaching, mentoring, training, developmental assignments and knowledge-sharing.

**Promoting Diversity and Inclusion:** Improves and ensures a diverse environment and actively work to build, coach and empower teams with diverse background (e.g. gender, ethnic origin, disability, sexual orientation, background, perspective).

Interested candidates should submit a CV and a brief cover letter explaining their professional qualifications and personal rationale for applying for this position.

As an IDB staff member, the Mediation Secretary will be subject to the IDB Personnel Policies, the IDB Code of Ethics and Professional Conduct, and Bank policies and regulations. Individuals with relatives working for the IDB and IIC/IDB Invest within and including the fourth degree of consanguinity and the second degree of affinity are not eligible. This includes staff members and contractuels.

Applicants must be a citizen of one of the 48 IDB Member Countries in order to qualify for any type of employment at the IDB. The IDB offers a competitive benefits and compensation package.

The IDB is committed to diversity and inclusion and to providing equal opportunities in employment. We embrace diversity on the basis of gender, age, education, national origin, ethnic origin, race, disability, sexual orientation, religion, and HIV/AIDs. We encourage women, Afro-descendants and persons of indigenous origins to apply.

Primary Location: HQ-US-Washington DC  
 Job Posting: Apr 4, 2018, 6:00:00 AM  
 Closing Date: Apr 26, 2018, 5:59:00 AM  
 Contact Name - External: Jobs Online  
 Contact Email - External: jobsonline@iadb.org