

**Job Title:** Manager, Organizational Conflict Consulting  
**Location:** New York City ("Hybrid" Work Model)  
**Job Type:** Full-Time (Salaried, Exempt, 35 hours per week)  
**Start Date:** Summer 2025

## About the Organization

New York Peace Institute is one of the nation's largest non-profit conflict resolution organizations, helping thousands of people peacefully, creatively, and durably resolve their disputes each year. We provide free conflict resolution services, including mediation, conflict coaching, facilitation, arbitration, and restorative justice processes virtually, and through our Brooklyn and Manhattan Centers, and in cooperation with courts, community-based organizations, schools, and City agencies. In addition, we train and credential mediators, host public events on peacebuilding, and provide customized training and consulting services in New York City and beyond.

For more information, visit our [website](#) or find us on [Instagram](#), [Facebook](#), [Twitter](#), and [LinkedIn](#).

## Position Summary

We are seeking a highly skilled and dedicated Program Manager to oversee and facilitate mediation services and conflict resolution training for organizations across New York City. The Manager, Organizational Conflict Consulting (OCC), will bring a blend of strategic thinking, hands-on mediation experience, and a deep commitment to conflict resolution. Reporting to the Director of Training and OCC, this role is crucial in delivering our conflict resolution services, expanding our client base, and furthering our mission of peaceful dispute resolution. The ideal candidate will play a key role in ensuring the successful delivery of mediation services to clients, guiding organizations through training programs that promote a culture of peace and communication, demonstrating the ability to adapt to various situations and thrive in a collaborative, mission-driven environment. As a key member of our organization, you'll have the opportunity to make a significant impact on our programs, clients, and communities while working in a collaborative, mission-driven environment.

This position requires someone highly organized, thoughtful, and proactive who can build strong relationships with diverse stakeholders. The ideal candidate will have a background demonstrating expertise in conflict resolution, mediation, and training development and a deep understanding of community dynamics.

## Who You Are

- You align strongly with NYPI's organizational mission
- You can demonstrate a deep understanding of conflict resolution theories, mediation skills, restorative justice practices, and various Alternative Dispute Resolution methodologies
- You are knowledgeable about business development with a demonstrated ability to identify opportunities, cultivate client relationships, and sustain long-term partnerships
- You are adept at fostering collaboration and energized by the opportunity to shape and grow a newly created position
- You find joy in juggling multiple functions, approaching diverse tasks with enthusiasm and skill
- You exhibit cultural competence and a genuine dedication to fostering diversity, equity, and inclusion in all aspects of work

- You possess hands-on experience in navigating complex interpersonal dynamics and facilitating constructive dialogue in high-stakes situations
- You exemplify empathy and emotional intelligence in interpersonal interactions
- You are known for your growth mindset and continuously seek opportunities for personal and professional development

### **How You Will Spend Your Time**

- Working as part of team of dedicated practitioners and trainers to support communities working to build community and respond to conflict and incidents of harm
- Collaborating with Director of OCC and Training Program to grow fee-for-service offerings and expand client base
- Delivering trainings, conferences, mediation, conflict consultations, restorative interventions and other services to NYPI clients
- Supporting organization and peers as needed to ensure organizational health and growth and implement strategic initiatives, including NYPI's DEI efforts
- Attending relevant program activities, as needed
- Participating in staff-wide activities and events

*See below for the specific set of responsibilities.*

### **Program Implementation (90%)**

#### *Program Oversight and Management*

- Manage and oversee mediation services for organizations, ensuring the successful resolution of disputes and adherence to established processes and protocols.
- Coordinate the logistics, scheduling, and staffing of mediation sessions and conflict resolution trainings
- Monitor program outcomes, assess client satisfaction, and ensure continuous improvement in service delivery.
- Help to maintain and manage a volunteer and independent contractor roster for training and OCC projects

#### *Facilitation and Training*

- Lead and facilitate mediation sessions for organizations in a variety of sectors, including nonprofit, corporate, and governmental entities
- Develop and deliver conflict resolution and communication training sessions for staff and leadership teams of client organizations
- Customize training materials and curricula to meet clients' specific needs and objectives.

#### *Client Relations and Stakeholder Engagement*

- Build and maintain strong relationships with key stakeholders, including clients, partners, and collaborators
- Provide guidance and consultation to organizations on best practices for managing conflict and fostering a culture of collaboration
- Serve as the primary point of contact for clients, addressing inquiries and ensuring a smooth and responsive service experience

### Strategic Planning and Reporting

- Communicate opportunities for growth and improvement to inform the program's strategic direction.
- Track program performance and produce regular reports on program outcomes, feedback, and recommendations for continuous improvement
- Assist in developing and implementing outreach strategies to expand the reach of mediation and training programs
- Assist in writing and submitting grant proposals, as needed. Prepare required reports for funders, as needed
- Collect and integrate client feedback to maintain/enhance overall program quality
- Help to enhance and revise OCC offerings in response to client feedback
- Support the Director of Training and OCC in the creation of annual budget for programs

### Business Development

- Expand NYPI programs and offerings to wider audiences by promoting NYPI programs and services, reaching out to new potential clients and supporting proposal and onboarding phase of client work
- Support and implement new systems to manage client relationships, partnerships and engagements
- Help to create marketing materials, brochures, and proposals for potential clients to secure engagements, build lasting relationships, and help broaden our client base
- Participate in outreach efforts: includes speaking at events, tabling, and developing potential client and volunteer events
- Serve as an ambassador for New York Peace Institute, specifically for its Conflict Consulting & Training programs, and also for the Organization as a whole

## **Supervisory & Organizational Support (10%)**

### Organizational Support

- Support organization and peers as needed to ensure organizational health and growth
- Attend all relevant program trainings and meetings and participate in staff-wide activities and events
- Support the organization in implementing relevant practices, including supporting NYPI's DEI efforts

### Team Collaboration and Leadership

- Work closely with other program managers, trainers, and mediators to ensure consistency and quality across all services.
- Support the professional development of team members through mentorship and training.
- Collaborate with senior leadership to ensure alignment with organizational goals and mission.
- Assist with supervision of NYPI staff, interns, and/or AmeriCorps fellows, if needed and applicable

## **Required Qualifications**

- Commitment to the mission and values of New York Peace Institute and to creating a diverse, equitable, and inclusive work environment
- At least 5 years of relevant experience
- Ability to work with external partners including building relationships, managing client engagements and addressing issues as needed



- High level of cultural competency (the ability to communicate and interact effectively with people across cultures who have varying beliefs)
- Eligible to work in the United States

### **Preferred Qualifications**

- Certification in mediation or conflict resolution
- Experience working with organizations across various sectors, including nonprofit, corporate, and governmental organizations.
- Prior experience in program development, including curriculum design and evaluation.
- Fluency in additional languages is a plus.
- Previous experience working in non-profit sector and/or the conflict resolution, mediation, restorative justice or related fields
- Knowledge of learning & development principles and methodologies
- Business development experience
- Excellent communication and public speaking skills
- Bachelor's degree or equivalent work experience
- Prior work experience in a NYC-based, mission-driven organization
- Proficiency with Microsoft Office software, Google docs, social media posting and audio/visual tech

Don't meet every single requirement? That's OK. We are committed to growth and learning; if you're enthusiastic about this position and believe you have the potential to excel, we encourage you to apply, even if you don't meet all the qualifications.

### **Compensation & Benefits**

At NYPI, we strive for equitable compensation that reflects the importance of your work aligned with our mission to empower communities through conflict resolution. Our salary ranges have been carefully determined through a comprehensive process and are benchmarked against similar-sized NYC nonprofits and dispute resolution centers. The salary range for this position is \$60,000 - \$80,000. Your offer within this range will be based on your relevant experience, skills, and qualifications. Ours is a balanced compensation package aimed at supporting employee well-being and professional growth.

We offer the following benefits to all full-time employees:

- Comprehensive Medical, Dental, Vision Insurance (Aetna) with generous employer-contributions
- Retirement 401k with matching up to \$2,500 of eligible compensation
- 4 weeks of Vacation Time + 9 Paid Holidays + 2 Floating Holidays
- 12 days of Sick Time
- Hybrid (in-person and remote) work schedule

### **Our Commitment to Diversity, Equity and Inclusion**

New York Peace Institute is committed to building an inclusive environment for people of all backgrounds. We are committed to building a talented team with diverse skill sets that reflect the diversity of New York City residents. We are a community of leaders who are proud to represent many different national, racial, ethnic, socio-economic, religious, gender, disabilities and other identities.

New York Peace is an equal opportunity employer. We do not discriminate on the basis of race, color, ethnicity, religion, sex, gender, gender identity and expression, sexual orientation, national origin, disability, age, marital status, veteran status, pregnancy, parental status, genetic information or other characteristics or any other basis prohibited by applicable law.

LET US GET IN THE MIDDLE.



**Application Deadline: ASAP**

### **How to Apply**

Please submit a **brief cover letter and resume** to [HR@nypeace.org](mailto:HR@nypeace.org).

**Please write Manager, Organizational Conflict Consulting in the subject line.**