



<b>Position Title:</b>	Business Manager (BM), <i>exempt position</i>
<b>Functional Area:</b>	Operations
<b>Reports To:</b>	Director of Operations or VP

<b>Position Summary</b>
<p>The BM is known as the “owner” of the Resolution Center (RC) and understands the local market, the legal community and business trends. The BM reflects the culture of JAMS and Alternative Dispute Resolution (ADR) and models the highest standards of client service and business ethics. The BM leads the performance and delivery of resolution excellence through associate development focused on the client experience and operational and case management excellence. The BM’s role is critical in integrating client expectations, administrative work required to support ADR service providers, and managing associate performance. The BM is proactive in seeking solutions for any potential problems that impact clients, ADR service providers or associates and works seamlessly with the corporate office to reinforce all JAMS policies and procedures. The BM actively leads the team in a way that maximizes business development and profitability and uncovers opportunities to improve performance both financially and operationally. The BM is also available for any other projects or assignments from manager. In addition, it is important that the BM serve as a model representative of JAMS in the community, in support of JAMS Mission, Vision &amp; Values (MVV). This document describes the BM role.</p>

<b>Position Responsibilities</b>
<p><b><u>Management:</u></b></p> <ul style="list-style-type: none"><li>▪ Oversee the day to day operations of the RC to ensure that expectations are met with clients, ADR service providers and associates.</li><li>▪ Lead, coach and develop all RC associates.</li><li>▪ Maintain professional and supportive relationship with ADR service providers.</li><li>▪ Support all company objectives and priorities.</li><li>▪ Partner with HR in hiring, training and on-going support; work to maintain high associate satisfaction levels throughout RC(s).</li></ul>

## **Position Requirements**

### **Core Competencies/Skills**

- Client relationship skills: Ability to assess client satisfaction, and identify additional client service opportunities and implement strategies to strengthen client relationships, increase client retention and resolve client issues; skilled at developing and implementing strategic solutions that can improve client relations and client service, developing relationships with key clients.
- Technical skills: Computer literate and proficiency in all software programs required for the position
- Organization skills: excellent ability to organize, prioritize and manage multiple responsibilities and tasks in a quick paced environment
- Communication skills: good verbal & written communication skills
- Collaboration skills: solid ability in working with manager(s), co-workers and ADR service providers; must act professionally and possess great interpersonal skills; ability to effectively partner with ADR service providers to develop business
- Leadership skills: must be a self-motivated and results oriented person, able to lead projects and interact with multiple departments; must demonstrate a progressing level of business maturity encompassing high ethical standards, proven integrity, forward thinking and good problem solving ability and analytical skills.
- Operations: must demonstrate a developing proficiency in budgeting, success measurement, expense management , maintain increasing A/R percentages, and understand the interrelations of those areas and the overall impact on the business imperative.
- Panel relations: Solicit ADR service provider feedback regarding general status of resolution center/region (i.e. support staff, facilities, IT, etc.); ensure all new ADR service providers are welcomed and oriented to the organization.

### **Education/Experience**

- A bachelor's degree in a related field
- At least three years management experience for a small RC (3 – 7 associates), five years for a large RC (8 or more associates), legal and/or client service experience, a plus
- Internal candidates - 3-5 years as an ADR Specialist, Senior Case Manager or other senior level position with proven leadership qualities and a track record of outstanding job performance

### **Essential Job Requirements**

- Effectively and articulately communicate with our clients in regards to our services, policies, procedures, etc.
- Handle problems for clients and/or ADR service providers, etc., who are sometimes angry or impatient.
- Local and sometimes national travel