

# Role Outline – .nz DRS Mediator

## The Role of the Mediator

The role of the Mediator is to assist the complainant and respondent to resolve disputes that have been submitted under the Domain Name Dispute Resolution Service.

Specifically this requires the Mediator to:

- explain the DRS mediation process and the ground rules to both parties
- promote communication and co-operation between the parties
- encourage the parties to explore the options
- facilitate negotiation and promote problem solving
- identify and record the agreed outcome(s) (in accordance with the DRS Mediation Guidelines)
- manage the mediation process within the ten working day timeframe

This will require the Mediator:

- to be diligent in their preparation for, and conduct of, mediations under the DRS
- to exercise due skill and care in the performance of their responsibilities
- to maintain confidentiality of the mediation processes and outcomes reached
- to be prompt in identifying conflicts of interest when initially assigned a mediation by InternetNZ
- to operate within the ethical guidelines required of a professional mediator.

## **Requirements for DRS Mediators**

### Relevant Knowledge

- a working knowledge of the .nz policies, and the DRS Policy and Procedure
- a general understanding of domain name issues

### Relevant Experience

- current membership of AMINZ (as a Mediation Panel member) or LEADR (Advanced Panel membership) and to maintain this status while holding appointment as a DRS Mediator (highly desirable)

or

- membership of an equivalent international body or organisation

or

- significant experience as a mediator working in a formal, structured environment

### Personal Qualities and Skills

- integrity
- impartiality
- good judgement and common sense
- diligence
- be a person of good standing
- able to absorb and make sense of competing and often complex factual and legal material
- able to devote adequate time to meet the ten working day timeframe for a DRS expert decision
- passionate about, and committed to, mediation as a dispute resolution process