

Job Announcement

Community Engagement Specialist

Organization Description:

The Contingent is a 501 (c) (3) venture non-profit focused on sparking and holding initiatives to empower leaders and mobilize community for the common good. Since our inception we have centered the perspectives, skills and needs of people of color and low-income Oregonians to challenge the status quo and transform our communities: from the four corners of the block to the four corners of Oregon. We ask hard questions. We take risks. And we link arms with our neighbors, including business partners, faith communities, and government agencies.

The position detailed below primarily supports Every Child (www.everychildoregon.org), Know Me Now (www.knowmenow.org), and growth opportunities within the Empowering Leaders Division as we expand our work to increase social mobility. As context, Every Child Oregon is a statewide initiative focused on providing tangible and systemic supports for those impacted by foster care. Know Me Now is a Portland-area initiative focused on coming alongside adults in custody, their children, and those who care for them. The Empowering Leaders Division focuses their programmatic work on increasing social mobility for people of color and low-income, rural Oregonians.

From mentoring to mobilizing volunteers to restructuring systems that work for some at the cost of others, we prioritize empowering and mobilizing leaders to transform their communities. For more information about the initiatives of The Contingent, please visit www.thecontingent.org.

Position Summary:

The Community Engagement Center (CEC) serves as The Contingent's hub for community engagement, partnership development, and connecting neighbors across Oregon. We pride ourselves on providing wrap-around inquiry response, coming alongside community members and connecting them with the resources they need. We are equipping an unprecedented group of Oregonians trained for action.

Twelve months ago, The Contingent launched a new venture, the Community Engagement Center (CEC) to field inquiries from inquiring community members interested in volunteering, fostering, or adopting. As our need for connecting virtually with community members increased, the scope of the CEC expanded. We are looking for a pro-active leader to refine our community engagement practices and build the scaffolding each initiative needs to provide wrap-around inquiry support.

A strong candidate for this position will have a background in customer experience, customer service, process development, and training. They see this role as an opportunity to invest their skills and experiences in empowering leaders and mobilizing community, with a focus on communities of color and low-income, rural Oregonians. This is a leader who is excited about continuous improvement, guiding a customer's holistic experience with The Contingent and its programs (leading to deeper engagement), providing

excellent customer service for internal and external partners, proposing opportunities for growth, and streamlining tools and processes for community engagement. This leader sees the value of creating structure for the purpose of agility.

The Community Engagement Center is staffed by full-time Community Response Coordinators (CRCs), part-time CRCs, and volunteer responders. These leaders are subject matter experts, answering calls and emails from inquiring community members with timely information regarding the on-ramps The Contingent provides for engagement. As a distinction, the Community Engagement Specialist will familiarize themselves with all the initiatives the CEC supports and provide leadership for building resources that streamline & improve inquiry response across The Contingent.

Duties & Responsibilities:

Staffing & Customer Service

- Coach Community Response Coordinators (CRCs) as it relates to their customer service, data insights, and process management
- Provide support on inquiry response as needed and assist CRCs with troubleshooting complex inquiries
- Develop opportunities for skill-based collaboration amongst the CRCs
- Create trainings & onboarding materials for CRCs with an eye towards replicability
- Make recommendations to the Director of Operations and Executive Director of Mobilizing Community on promising practices for refining The Contingent's customer service and engagement strategies for inquiry response

Architecting & Process Mapping

- Create structures for folding additional initiatives into The Contingent's inquiry response structure within the Community Engagement Center
- Build a measurable system for tracking and developing community engagement vis-a-vi inquiries

Reporting & Data Analysis

- Organize and assess data within the CRM platform, Microsoft Dynamics 365, Power BI, and Excel to develop reports for various audiences including government agencies, business partners, community leaders, and field staff
- Lead surveying of sample pools to inform customer service practice by the Community Engagement Center and develop recommendations

User Journey

- Create community engagement matrix and assess user journey against this matrix
- Regularly evaluate the engagement process for inquirers, making recommendations to the team for improvement
- Build narrative around inquiring community member engagement

- Partner with other members of the Operations Division's Core Functions team, Every Child & Know Me Now staff to evaluate and improve the experience of community members partnering with The Contingent

Personal Qualifications:

- Commitment to the mission of The Contingent, including Every Child, Know Me Now, and Empowering Leaders
- Relates well and works effectively with diverse groups of people who represent the range of ethnic, cultural and socio-economic backgrounds throughout Oregon
- Ability to articulate a position on the importance of the faith community engaging vulnerable children, youth and families
- Deep commitment to serving under-represented kids, youth and families and those in government who work with them
- Deep commitment to increasing the diversity of leadership around the state of Oregon
- Demonstrates a passion for operational and technical excellence, and customer experience
- Strong interpersonal communication skills, demonstrating active listening techniques and time management skills
- Effective communicator with strong writing and phone skills
- Flexible and receptive to constructive feedback
- Self-motivated and detail-oriented
- Excellent customer service experience
- Proficient in Microsoft Office applications (Word, Excel, PowerPoint, Outlook)
- Experience working with a CRM preferred
- Adaptable to changing situations and processes
- Naturally positive attitude, with a love for helping people
- Proficiency in Spanish and English preferred
- Bachelor's Degree, or equivalent experience
- Legally eligible to work in the United States

Employment Terms, Accountability, and Compensation:

- Temporary (6-month), full-time position, with a possibility to extend as funding allows
- Competitive salary, commensurate with prior experience
- Work with local and state-wide team of other passionate professionals committed to improving outcomes for children, youth and families
- Flexible working environment

Anticipated Start Date:

July 13, 2020, or sooner

Application Procedure:



Applicants must submit a letter of interest and a resume that includes name, positions, email addresses and phone numbers of three references that may be contacted. Screening of applicant materials will begin immediately, and applications will be accepted until the position is filled.

Application materials should be emailed to [hiring@thecontingent.org](mailto: hiring@thecontingent.org).

All employment at The Contingent is "at will" and may be terminated by either the employee or the employer at any time for any reason, with or without cause, with or without prior notice or warning. Equal employment opportunity and having a diverse staff are fundamental principles of The Contingent. Upon hire, the employee agrees to undergo a 90-day probationary period, which provides additional structure, scheduled check in meetings and opportunities to receive and give feedback to and from the employer.