

Job Announcement

Community Response Coordinator - Spanish Language

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) and Know Me Now (www.knowmenow.org), with growth opportunities within Empowering Leaders. 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 uplifting and empowering leaders to transform their communities. For more information about the initiatives of The Contingent, please visit www.thecontingent.org.

Position Summary:

Community Response Coordinators (CRCs) come alongside inquiring community members to help them engage with supporting children in care, adults in custody, and those who care for them.

On a daily basis, CRCs answer questions and provide on ramps for community members interested in:

- Volunteering through The Contingent (particularly with Every Child and Know Me Now),
- Serving as a foster parent, or
- Adopting a child in care

CRCs connect with inquiring community members through phone and email, track data in The Contingent's Customer Relations Management (CRM) system, and follow-up with inquirers to increase their level of engagement. Additionally, CRCs develop reports, map the trajectory of an inquirer's engagement, audit the experience of community members, and propose recommendations for continuous improvement.

CRCs work with internal and external partners to mobilize community and empower leaders: including team members in the Division of Operations and The Contingent's field staff along with the Department of Human

Services (ODHS), Department of Corrections (DOC), and other associated organizations. Their priorities include: following-up with inquiries from the community, redirecting the individual to resources, and warmly handing off the individual to a local Every Child affiliate contact, ODHS, Know Me Now team member, or other community partner.

The Contingent is looking for another Community Response Coordinator to join the Community Engagement Center as a warm, friendly, collaborative, flexible, and resilient leader.

Duties & Responsibilities:

Inquiry Response + Email Management

- Personally, respond to inquiries within 24 hours, ensure pass-off to ODHS or local county affiliate
- Work in tandem with automated chain email campaigns, represent Every Child, Know Me Now and all programs with excellence through email communications, phone calls, and/or text messages
- Regularly re-evaluate the engagement process for inquirers, making recommendations to the team for improvement
- Proactively piquing interest to confirm an appropriate entry point into a volunteer opportunity

Customer Service

- Lead surveying of sample pools to inform customer service practice by the Community Engagement Center and recommendations for Every Child affiliates
- Research and provide recommendations on customer service and engagement strategies for inquiry response
- Partner with the other members of the Community Engagement Center, Every Child & Know Me Now staff, the Director of Operations, and the Executive Director of Mobilizing Community to regularly evaluate customer experience and customer service practice

Communication

- Identify high capacity volunteers that can lead volunteer initiatives and provide warm pass-off to a local affiliate for additional training and support
- Review submitted inquiries, discerning and flagging those who could potentially be interested in deeper engagement with the initiative through lead volunteer opportunities, church partnership, business partnership, or strategic involvement in other ways
- Provide occasional trainings to Every Child affiliate staff regarding data entry, management, and customer engagement

Data Management

- Work within the CRM platform – Microsoft Dynamics 365, continually update records as additional information is gathered

- Regularly provide reports to the Every Child & Know Me Now teams on the following: number of inquiries received, communication responses, areas of interest from inquirers, and the analytics for the CRM
- Keep clear and concise notes on each contact record including each instance and method of contact, whether attempted to connect via phone, resulting in leaving a voicemail, a text message sent or email sent
- Perform periodic audits of contact records to ensure data integrity is maintained, by standardizing addresses, names, capitalization, punctuation, etc.

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 required**
- Bachelor's Degree, or equivalent experience
- Legally eligible to work in the United States

Employment Terms, Accountability, and Compensation:

- Full-time position, M-F
- This is an entry level position, but includes competitive pay (commensurate with prior experience) and generous benefits
- Work with local and state-wide team of other passionate professionals committed to improving outcomes for children, youth and families

Anticipated Start Date:

January 25, 2020

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 g.kim@thecontingent.org. Please CC hiring@thecontingent.org when you do.

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.