

Job Announcement

Community Responder - 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):

- Every Child Oregon is a statewide initiative focused on providing tangible and systemic supports for those impacted by foster care. Every Child also oversees My NeighbOR, a tangible needs fulfillment program supporting individuals and families 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 position may have growth opportunities within other initiatives of The Contingent. 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 Responders (CRs) 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, CRs 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
- Receiving items or supporting an need through My NeighbOR.

CRs 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, CRs develop reports, map the trajectory of an inquirer's engagement, audit the experience of community members and partners, and propose recommendations for continuous improvement.

CRs 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 Oregon 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 inquirer to resources, and warmly handing off the inquirer to a local Every Child affiliate contact, ODHS, Know Me Now team member, or other community partner.

The Contingent is looking for another Community Responder 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 correct external partner (including ODHS, county affiliates, host organizations, etc.)
- Represent Every Child, Know Me Now and all programs with excellence through email communications, phone calls, and/or text messages (in English & Spanish)
- Translate and edit existing English language templates for Spanish language use, and to suit Spanish-speaking contexts in Oregon; create new templates when necessary
- Regularly re-evaluate the engagement process for inquirers, making recommendations to the team for improvement

Customer Service

- Identify and clearly communicate a path forward and/or appropriate resource(s) for all inquirers via email, text, or phone
- Support all inquirers expressing preference for Spanish-language communication
- Research and provide recommendations on customer service and engagement strategies for inquiry response and inform the community experience journey through your learnings
- Partner with the other members of the Community Engagement Center, Every Child & Know Me Now staff, the Director of Operations, and other staff at The Contingent to regularly evaluate customer experience and customer service practice

Communication

- Communicate in English and Spanish with inquirers via email, phone, or text using provided templates and scripts, and in conversation to provide a path forward and/or a connection to appropriate resource(s)
- Collect and provide feedback to improve templated or scripted communication

- Actively communicate with team members and initiate a collaborative approaches to problem-solving and establishing best practices

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
- 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, specifically Every Child and Know Me Now
- **Fluency in spoken and written Spanish and English required**
- Direct experience working with the Latinx community in Oregon and passion for investing in the Latinx community in Oregon
- Relates well and works effectively with diverse groups of people who represent the range of ethnic, cultural and socio-economic backgrounds throughout Oregon; deep commitment to increasing the diversity of leadership through the state of 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 children, youth and families and those in government who work with them
- Demonstrates a passion for operational and technical excellence, and customer experience
- Excellent interpersonal communication skills, demonstrating active listening techniques and strong written and phone communication
- Flexible and receptive to constructive feedback; adaptable to change situations and processes
- Self-motivated and detail-oriented
- Naturally positive attitude, with a love for helping people
- Proficient in Microsoft Office applications (Word, Excel, PowerPoint, Outlook)
- Experience working with a CRM preferred
- Bachelor's Degree, or equivalent experience
- Legally eligible to work in the United States

Employment Terms,, and Compensation:

- Full-time position, M-F

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

Anticipated Start Date:

- July 1, 2021*

*Start date may be flexible. Applicants should note their available start date with their application submission.

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 hire@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.