

## Job Announcement

### Community Experience (CX) Specialist - Mobilizing Community

#### 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 Community Experience (CX) Specialist position detailed below will support initiatives within the Mobilizing Community division, specifically: Every Child ([www.everychildoregon.org](http://www.everychildoregon.org)) and Know Me Now ([www.knowmenow.org](http://www.knowmenow.org)). 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.

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](http://www.thecontingent.org).

#### Position Summary:

The CX Specialist position will lead and set the standard for how The Contingent's Mobilizing Community initiatives interact with the customer (i.e. community members, partner organizations, government agencies, and other neighbors invested in coming alongside kids and families). In line with The Contingent's central commitment to equity and radical hospitality, the CX Specialist will guide the Customer Experience team by strategizing best practices for communicating essential information to diverse populations, efficiently meeting crucial and specific customer needs, and coaching a team of leaders through the lens of excellence, empathy, and compassion.

The Contingent is looking for a CX specialist who is skilled in:

- Collecting and distilling information to diverse audiences
- Testing, triaging, troubleshooting, and learning on the fly

The ideal candidate will have experience in developing and/or managing a team as well as customer service and/or inquiry response. They are energized by collaborative process development, creative problem solving, and centering the perspective of program recipients. This leader has instinct for continuous process improvement, and the ability to balance the CX team's needs while advocating for the customer perspective. They value documentation and legacy development as they empower the next generation of leaders. Experience working in a CRM or information database and intermediate-level skills in Excel are

preferred, but not required. The CX Specialist for the Mobilizing Community Division will be a strategic, creative, collaborative, and highly communicative leader.

Are you able to take complex problems and turn them into practical solutions? Do you thrive in environments where you have the agency and accountability to communicate nuanced ideas and create sustainable processes? Are you energized by collaboration and partnership? If so, we encourage you to submit your application materials as detailed below.

## Duties & Responsibilities:

### Coaching and Development

- Build team culture and establish standards for executing all responsibilities related to CX for Mobilizing Community initiatives
- Initiate opportunities for skills-based development and collaboration amongst the CX Associates
- Create replicable trainings & onboarding materials for CX Associates

### Support the Customer

- Support Every Child inquiry response and 1-800 phone support line
- Accurately and empathetically communicate complex information related to Every Child's work to a diverse population
- Represent the CX Team to initiative partners, including government offices, organizations, and faith partners.
- Advocate for and represent the Customer perspective, specifically when developing customer-facing communications, processes, and materials
- Make recommendations to the User Experience Strategist and Field Teams for improving inquiry response and CX strategies

### Problem Solving & Process Development

- Continuously reevaluate existing systems to ensure excellence in CX
- Develop, document, and communicate new processes and associated materials (ie. phone scripts, email templates, etc.)
- Troubleshoot and assist CX Associates on complex inquiries
- Become a subject matter expert and stay informed on updates for each Mobilizing Community initiative

### Reporting & Data Analysis

- Organize and assess data within the CRM using Excel to understand and report customer journeys and engagement
- Develop reports for various audiences including government agencies, business partners, community leaders, and field staff

### Knowledge, Skills, and Abilities:

- Experience in successfully working with a diverse group of constituents utilizing multi-cultural intelligence, intentional listening, and appreciation and respect
- Results-oriented, community/customer centered with an ability to provide continuous improvement across the experiences of inquiring community members
- A willingness to be “hands-on” and work in a lean, fast-paced organization with limited administrative support
- Effective communicator with strong writing skills
- Possess cultural and emotional intelligence and an ability to work with a diverse group of leaders
- Effective project manager with a focus on being self-directed and goal-oriented, proactively collaborating externally and internally
- Proven track record in leading others including coaching and motivating teams to be successful and achieve their role expectations and goals

### 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:

- Full-time position, M-F
- Competitive salary, commensurate with prior experience
- Full benefits including medical, dental, vision and life insurance as well as a matching retirement investment plan
- Work with local and state-wide team of other passionate professionals committed to improving outcomes for children, youth and families
- Flexible working environment (hybrid virtual and in person)

### Anticipated Start Date:

September 13, 2021

### 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 [hire@thecontingent.org](mailto:hire@thecontingent.org) and CC, Grace Kim (g.kim@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.*