

Job Announcement

Community Experience (CX) Specialist - Empowering Leaders

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 Customer Experience (CX) Specialist position detailed below will support initiatives within the Empowering Leaders Division, specifically: Emerging Leaders (www.emergingleaderspdx.org) and SINE (www.sineup.org).

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 CX Specialist position will lead and set the standard for how The Contingent's Empowering Leaders initiatives interact with the customer (i.e. program participants, investors, volunteers, and partner organizations). In line with The Contingent's central commitment to equity and radical hospitality, the CX Specialist will strategize and establish best practices for communicating essential information to diverse populations, efficiently meeting crucial and specific customer needs, with an eye for scaling and eventually leading a team of CX Associates.

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
- Centering their work through the lens of excellence, empathy, and compassion

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 stakeholders' priorities while advocating for the customer perspective. They value documentation and legacy development. Experience working in a CRM or information database, email marketing platforms, and intermediate-level skills in Excel are preferred, but not required. The CX Specialist for the Empowering Leaders Division will be a strategic, creative, collaborative, and highly communicative leader.

This is a mid-level position (with a track for growth into a management role). As such, this is likely a strong fit for someone with 2-5 years of professional experience.

Duties & Responsibilities:

Support the Customer

- Accurately and empathetically guide program participants (specifically: Emerging Leaders applicants and interns, SINE Members and Mentors) through initiative-specific systems and processes; troubleshoot customer challenges
- Advocate for and represent the Customer perspective to teammates and internal stakeholders

Problem Solving & Process Creation

- Build scalable systems for inquiry response and customer support specifically for Empowering Leaders initiatives
- Develop, document, and communicate new processes and associated materials (ie. phone scripts, email templates, etc.)
- Continuously reevaluate and make recommendations to the Director of CX and UX and Field Teams for developing and improving customer-facing communications, processes, and materials

Systems Management

- Become a subject matter expert on Empowering Leaders programs, and stay informed on updates for each initiative, including timelines, brand identity, and messaging, and ensure consistency across all customer-facing systems
- Understand and navigate Customer Relationship Manager (CRM) for Empowering Leaders initiatives; pull reports as needed
- Create and manage marketing emails and mailing lists in Microsoft Dynamics 365 Marketing app
- Organize and assess data within the CRM using Excel to understand and report customer journeys and engagement

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 others to be successful and achieve their role expectations and goals

Personal Qualifications:

- Commitment to the mission of The Contingent, and inherent energy behind the work of the Empowering Leaders Division
- 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 historically underrepresented groups, specifically BIPOC and rural populations in Oregon
- 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 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
- 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:

October 20, 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 [hiring@thecontingent.org](mailto: hiring@thecontingent.org) and CC, Grace Kim ([g.kim@thecontingent.org](mailto: 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.