**Opportunity Summary: Part-Time My NeighbOR CX Assistant**

The Contingent (TC) is committed to retaining My NeighbOR as an ongoing program of Every Child Oregon. Since its inception in March 2020, My NeighbOR’s scope has expanded from an emergency response effort supporting youth in foster care to an ongoing support tool for all youth and families impacted by foster care (including kinship providers). My NeighbOR is a community support matching mechanism to meet needs that are not otherwise covered by ODHS benefits.

The CX Team exists to ensure the best possible experience for our customer across the entire brand. This is done by working in collaboration with our partners and initiatives to provide great hospitality and create space for our community to help meet tangible needs.

Additionally, the CX Team for the Mobilizing Community Division continues to support inquiries for Know Me Now, whose processes continue to change as they refocus their programmatic priorities.

These expansions in scope require additional support on the CX Team in a part-time capacity to help process requests through My NeighbOR, following each request from reception to completion, as well as to support inquiry responses for Know Me Now and The Contingent.

**Role Responsibilities:**

* Receive, read, and process inquiries and requests to My NeighbOR, Know Me Now, and The Contingent homepages
* Respond to inquiries using templated emails, and occasionally phone calls.
* Manage (share, update, etc.) inquiries using provided process/instructions
* Run and share reports from Customer Relationship Manager (CRM) with appropriate team members

**Skills & Experience**

* Flexible schedule, but able to work during normal business hours (Monday-Friday, 9AM-5PM)
* Strong organization skills
* Energized by establishing and maintaining routines
* Comfortable using technology
* Experience in database management or CRM a plus!

**Anticipated Schedule:** The Part-Time CX Assistant will work 15-20 hours per week within normal working hours (Monday-Friday, 9AM-5PM). Ideally, the Part-Time CX Associate will be able to attend one regular meeting with the My NeighbOR team per week. Start date for this position is flexible, but we are looking for a candidate to begin no later than February 7, 2022.

**Financial Agreement:** The CX Assistant will be a 1099 contractor at The Contingent and paid $17-20/hour for services rendered. Hours will be tracked daily, shared with the CX for the Mobilizing Community Division (MCD)weekly, and submitted via timesheet to TC’s Operations Administrator by the 24th of each month. Payment will be made monthly via direct deposit or as otherwise selected through The Contingent’s HRIS platform, Zenefits. Contractor is responsible for receiving permission from the CX Specialist for MCD before working more than 20 hours in any week.

**Relationship with The Contingent:** Independent Contractor shall control the manner and means of performing work. The CX Specialist for the Mobilizing Community Division will serve as The Contingent point person for the Part-Time CX Assistant and will review and approve or reject the work. The contractor is responsible for submitting their hours to the Operations Administrator for approval by the 24th of each month. Payment will occur via direct deposit through The Contingent’s HR information system, Zenefits, at the end of each month.

**Application Procedure:** Applicants should submit a cover letter and resume, including three references to [hiring@thecontingent.org](mailto:hiring@thecontingent.org), noting their available start date. Applications will be reviewed on a rolling basis with the goal of selecting a contractor by February 15.