

Job Announcement

Director of Community Experience (CX)

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 communities 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 – and soon, the four corners of our country. 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 supports The Contingent's expanding initiatives, which currently include Every Child (everychildoregon.org), Emerging Leaders (emergingleaderspdx.org), and Survival Is Not Enough (SINE) (sineup.org). As context, Every Child Oregon is a statewide initiative focused on providing tangible and systemic supports for those impacted by foster care. Every Child is a part of what we call the Mobilizing Communities Division at The Contingent. Our other division, The Empowering Leaders Division, focuses programmatic work on increasing social mobility for rising leaders of color and low-income, rural Oregonians through Emerging Leaders and SINE.

Starting in January 2023, The Contingent will expand beyond the state of Oregon and begin formal partnerships with two additional states. This will most immediately impact the Community Experience (CX) Team, as the team fielding inquiries on behalf of The Contingent.

We are looking for a leader who is fired-up to learn The Contingent's CX vision, master the infrastructure, empower CX leaders in Oregon, and build CX teams across the United States over time.

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 thecontingent.org.

**If interested candidates would like to learn more about The Contingent's work with faith communities and how this external work is reflected in our internal rhythms, we would value the opportunity to share more! Please contact The Contingent's ED of Organizational Development, Kelly Bartz k.bartz@thecontingent.org for additional information.*

Position Summary:

The CX Team serves as The Contingent's hub for community engagement, partnership development, and connecting neighbors across our communities. We pride ourselves on providing wrap-around inquiry response, coming alongside community members, and connecting them with the resources they need. We are equipping an unprecedented group of leaders trained for action.

In July 2019, The Contingent launched a new venture, the Community Experience Center to field inquiries from inquiring community members interested in volunteering, fostering, or adopting. As our need to connect virtually with community members increased, the scope of the CX Team expanded. We are looking for a pro-active leader

to refine our practices, build the scaffolding each initiative needs to provide wrap-around inquiry support, and develop a team of rising leaders to provide exceptional customer service.

At this time, the CX Team will benefit most from a director—with a national view—who is passionate about coaching, mentoring, and developing others. The ideal candidate will be motivated to provide support to a growing team, offer increased capacity as needed and have a vision for co-creating long-term growth and replication. This leader will be passionate about building a team of rising leaders who will, in turn, support community members across the country in saying “yes!” to children, youth, and families. It is reasonable to imagine The Contingent will receive 30,000 inquiries into the CX team the next two years.

A strong candidate for this position will have a background in customer experience, customer service, process development, identifying young leaders, and training. They see this role as an opportunity to invest their skills and experiences in empowering leaders and mobilizing community across urban, suburban, and rural communities in multiple states. This is a leader who is excited about continuous improvement, guiding a community member’s holistic experience with The Contingent and its programs (leading to deeper engagement), providing excellent customer service for internal and external partners, proposing opportunities for growth, and streamlining tools and processes for community engagement. This leader sees the value of creating structure for the purpose of agility.

The CX Team is staffed by CX Associates and CX Specialists. These leaders are subject matter experts, answering calls and emails from inquiring community members with timely information regarding the on-ramps The Contingent provides for engagement. As a distinction, the Director of CX will familiarize themselves with all the initiatives the CX team supports and provide leadership for building resources that streamline & improve inquiry response across The Contingent. The ideal candidate will be energized by developing rising leaders, training, and resourcing staff to thrive, replicating systems and processes, and supporting communities across the United States care well for those impacted by foster care.

This position will report to the CEO until national expansion efforts are launched and structures are codified further.

Duties & Responsibilities:

Staffing & Customer Service

- Hire and empower statewide teams to lead with agency and accountability in three states starting in January 2023
- Coach CX Associates & Specialists as it relates to their customer service, data insights, and process management
- Provide support on inquiry response as needed and assist CX Associates and Specialists with troubleshooting complex inquiries
- Develop opportunities for skill-based collaboration amongst the CX team
- Create trainings & onboarding materials for CX team members with an eye towards replicability
- Sit on a larger team of thought leaders, called The Machine (i.e., CEO, Director of Marketing, Director of Technology, and Director of Research, Evaluation, Impact and Learning are also a part) and the National Expansion team regarding promising practices for refining The Contingent’s customer service and engagement strategies for inquiry response

Architecting & Process Mapping

- Create structures for folding additional initiatives into The Contingent’s inquiry response structure within the CX Team
- Build a measurable system for tracking and developing community engagement vis-a-vi inquiries

Reporting & Data Analysis

- Organize and assess data within the CRM platform, Microsoft Dynamics 365, Power BI, and Excel to develop reports for various audiences including government agencies, business partners, community leaders, and field staff
- Lead surveying of sample pools to inform customer service practice by the Community Engagement Center and develop recommendations
- Partner with Director of Research, Impact, Evaluation, and Learning to ensure quality control of data being inputted into the CRM

User Journey

- Create community engagement matrix and assess user journey against this matrix
- Regularly evaluate the engagement process for inquirers, making recommendations to the team for improvement
- Build narrative around inquiring community member engagement
- Partner with other members of the Productivity Zone’s Core Functions team, Empowering Leaders Division and Mobilizing Community Division staff—across multiple states—to evaluate and improve the experience of community members partnering with The Contingent

Knowledge, Skills, and Abilities:

- Experience in successfully working with a diverse group of constituents utilizing multi-cultural intelligence, intentional listening, and appreciation and respect
- A willingness to be “hands-on” and work in a lean, fast-paced organization with limited administrative support
- Possess cultural and emotional intelligence and an ability to work with a diverse group of leaders
- Demonstrates a passion for operational, technical, and customer experience excellence
- Experience managing teams of entry-level professionals and coaching rising leaders in their development
- Adaptable to changing situations and processes
- Proficient in Microsoft Office applications (Word, Excel, PowerPoint, Outlook)
- Bi-lingual English/Spanish speaker a plus
- Experience with a CRM, Dynamics Marketing, and/or Asana a plus
- Bachelor’s Degree, or equivalent experience
- Legally eligible to work in the United States

Personal Qualifications:

- Commitment to the mission of The Contingent, including Every Child, Know Me Now, Emerging Leaders, and Survival Is Not Enough (SINE)
- 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 vulnerable kids and families and those in government who work with them
- Deep commitment to increasing the diversity of leadership around the United States
- Passion for working in an entrepreneurial environment where constant innovation is expected (The Contingent implements [agile methodology](#))

Employment Terms, Accountability, and Compensation:

- Full time position
- Competitive salary, commensurate with prior experience (Range: \$65,000-\$80,000)
- Work with local and state-wide team of other passionate professionals committed to improving outcomes for children, youth, and families
- Full medical, dental, and vision benefits; 3% match for IRA, generous vacation time, and significant contribution (up to 80%) for dependent healthcare
- Flexible working environment

Anticipated Start Date:

June 1, or sooner

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.

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.