

JOB ANNOUNCEMENT

Product Specialist

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](#), [Emerging Leaders](#), and [Survival Is Not Enough \(SINE\)](#). 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.

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:

Do you love helping other people learn the ins and outs of a key software platform? Do you love training others to better understand and utilize [the tools we use to create a significant impact in communities across the United States](#)?

The Product Specialist will work alongside our tech team and initiative staff to develop our training library for our staff and partners to better utilize our CRM (Microsoft Dynamics 365) and other foundational tools via creating pdf and short form video walkthroughs of our various use cases to help the oldest and newest team members grasp the concepts and begin to incorporate the practices necessary to ensure our collective success by increasing our uniform use of our core solutions. This individual will work amidst a rapidly evolving environment as our tech team is continually developing and extending the functionality within our platforms to improve the ways in which we serve and support members of our society that have often been marginalized and overlooked.

As The Contingent seeks to demonstrate excellence in mobilizing community and empowering leaders across Oregon and beyond, there is an increasing need for investing heavily in our ability to train team members, staff, and volunteers on how to best utilize The Contingent's [distinct technology platforms](#). While there are general documents, videos, and forums online to help guide users through the platforms we use, we often contextualize and nuance the processes in ways that uniquely meet our needs as a venture nonprofit organization. Through this position, The Contingent aims to increase carefully curated, culturally responsive, and contextualized training materials.

The Contingent is looking for a Product Specialist who is enthusiastic about learning and discovering the primary use cases and ways our team members utilize our software solutions on a daily basis. This leader will plan out training pathways and create corresponding written (pdf) and video training content to increase accessibility and ease for users to locate the specific function they would like to learn more about. They possess an appetite to learn and run alongside a nonprofit organization that is taking the dare to create counter systems to shift the ways our society operates and scale our efforts in partnership with other organizations across the country.

The ideal candidate possesses strong written and verbal communication skills, demonstrates a keen attention to detail, commitment to excellent customer service, and a drive to learn and grow in their skillsets. The Product Specialist will tenaciously peruse our platforms, connect, and interview team members to identify specific elements of daily activities that need to be captured and repeated by others in an efficient and effective way by continually refining and documenting processes to translate into easy to comprehend, simple step by step walkthroughs.

The Project Specialist is curious, methodical, and highly communicative. They will be expected to prepare and share periodic updates regarding the growing training library, highlighting changes and new features to explore.

Duties & Responsibilities:

- Collaborating with the technology development team and end users to understand all primary use cases of the platforms and tools we're making available to support staff, community members and partners
- Documenting use cases and build out a "how to" training library consisting of pdfs and corresponding video content to assist with onboarding new users along with skilling up existing users
- Performing product demonstrations for and fielding questions from staff, partners, and other stakeholders
- Leading scheduled in-person and/or virtual training sessions
- Assisting users with troubleshooting and problem-solving issues related to The Contingent's software solutions prior to escalating to our developer team members if bugs are found
- Providing recommendations to improve product based on overall organizational needs and pain points
- Partnering with team members to gather and document business user requirements for our product roadmap
- Utilizing Asana as our central project/task management tool to provide progress updates
- Auditing the tools we're making available to team members to identify opportunities for iterative improvements

Knowledge, Skills, and Abilities:

- Relates well and works effectively with diverse groups of people who represent the range of ethnic, cultural, religious, and socio-economic backgrounds throughout Oregon and across the country
- Strong written, verbal and presentation skills
- Strong problem-solving skills
- Strong organizational skills
- Experience training others on using technical tools is preferred
- Adaptable to changing situations and processes
- Hungry to learn, willing to self-educate and soak in training materials to identify the most effective and sustainable solutions using the tools we're invested in
- Proficient in Microsoft Office applications (Word, Excel, PowerPoint, Outlook), experience with SharePoint and Microsoft Teams is preferred
- Proficient in Asana or other task and project management software
- Experience working with Microsoft Dynamics 365 or another CRM platform is preferred
- Experience creating content using TechSmith Snagit and Camtasia or similar platforms a plus
- Able to work in a fast-paced environment

Personal Qualifications:

- Commitment to the mission of The Contingent, including [Every Child](#), [Emerging Leaders](#), and [Survival Is Not Enough \(SINE\)](#)
- Flexible and receptive to constructive feedback
- Self-motivated, flexible, receptive to constructive feedback and team-oriented
- Administrative and documentation-oriented
- Creative and resilient
- Naturally, positive attitude, with a love for helping people
- Ability to articulate a position on the importance of faith communities engaging vulnerable children, youth, and families
- Demonstrated commitment to diversity, equity, and inclusion
- Deep commitment to serving vulnerable kids and families and those who work with them
- Legally eligible to work in the United States

Employment Terms, Accountability, and Compensation:

- Full Time Salaried role offered at a range of \$55,000-\$65,000/year depending on experience
- Comprehensive benefits including IRA contribution, full medical, dental and vision insurance, life insurance, paid sick, holiday, and vacation leave.
- Hybrid work environment, with some required in-person training led by the Product Specialist
- Work with our local and state-wide team of other passionate professionals committed to improving outcomes for children, youth, and families

Anticipated Start Date:

September 26, 2022

Application Procedure:

Those interested in this position must submit the following:

1. Letter of interest
2. Resume
3. Three references including:
 - First and Last name
 - Role
 - A brief description of their relationship to you
 - Contact Information (email + phone number where they may be reached)

Screening of applicant materials will begin immediately, and applications will be accepted until the position is filled.

Application materials should be emailed with a subject line containing **"Product Specialist Application Materials"** sent to hire@thecontingent.org and CC p.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.