

Job Announcement

Community Experience (CX) Associate, Mobilizing Community Division

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 position detailed below primarily supports Every Child (everychildoregon.org)

- Every Child Oregon is a statewide initiative focused on providing tangible and systemic supports for those impacted by foster care. Every Child also oversees My NeighbOR, a tangible needs fulfillment program supporting individuals and families impacted by foster care.

The position may have growth opportunities within other initiatives of The Contingent. From mentoring to mobilizing volunteers to restructuring systems that work for some at the cost of others, we prioritize uplifting and empowering 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:

Community Experience (CX) Associates come alongside inquiring community members to help them engage with supporting children in care, adults in custody, and those who care for them.

Daily, CX Associates answer questions and provide on ramps for community members interested in:

- Volunteering through The Contingent (particularly with Every Child),
- Serving as a foster parent, or
- Adopting a child in care

- Receiving items or supporting a need through My NeighbOR.

CX Associates connect with inquiring community members through phone and email, track data in The Contingent's Customer Relations Management (CRM) system, and follow-up with inquirers to increase their level of engagement. Additionally, CX Associates develop reports, map the trajectory of an inquirer's engagement, audit the experience of community members and partners, and propose recommendations for continuous improvement.

CX Associates work with internal and external partners to mobilize community and empower leaders: including team members in the Division of Operations and The Contingent's field staff along with the Oregon Department of Human Services (ODHS) and other associated organizations. Their priorities include: following-up with inquiries from the community, redirecting the inquirer to resources, and warmly handing off the inquirer to a local Every Child affiliate contact, ODHS, or other community partner.

The Contingent is looking for another CX Associate to join the Community Experience (CX) team as a warm, friendly, collaborative, flexible, and resilient leader.

Duties & Responsibilities:

Inquiry Response + Email Management

- Personally respond to inquiries within 24 hours, ensure pass-off to correct external partner
- Represent Every Child, Know Me Now and all programs with excellence through email communications, phone calls, and/or text messages
- Regularly re-evaluate the engagement process for inquirers, making recommendations to the team for improvement

Customer Service

- Identify and clearly communicate a path forward and/or appropriate resource(s) for all inquirers via email, text, or phone
- Research and provide recommendations on customer service and engagement strategies for inquiry response
- Partner with the other members of the Community Experience team, Every Child staff, the Marketing, Technology, and Data teams and other staff at The Contingent to regularly evaluate customer experience and customer service practice

Communication

- Communicate in English with inquirers via email, phone, or text using provided templates and scripts, and in conversation to provide a path forward and/or a connection to appropriate resource(s) bilingual in either

Russian or Spanish is a plus (if the candidate expresses fluency in either language, they will be compensated for this skill)

- Translate and edit existing English language templates for Spanish and/or Russian language use, and to suit Spanish-speaking and/or Russian-speaking contexts; create new templates when necessary
- Support inquirers expressing preference for Spanish-language/Russian-language communication
- Collect and provide feedback to improve templated or scripted communication
- Actively communicate with team members and initiate a collaborative approach to problem-solving and establishing best practices

Data Management

- Work within the CRM platform – Microsoft Dynamics 365, continually update records as additional information is gathered
- Regularly provide reports to the Every Child team on the following: number of inquiries received, communication responses, areas of interest from inquirers, and the analytics for the CRM
- Keep clear and concise notes on each contact record including each instance and method of contact
- Perform periodic audits of contact records to ensure data integrity is maintained, by standardizing addresses, names, capitalization, punctuation, etc.

Personal Qualifications:

- Commitment to the mission of The Contingent, specifically Every Child and Know Me Now
- **Fluency in spoken and written Russian/Spanish and English preferred**
- Relates well and works effectively with diverse groups of people who represent the range of ethnic, cultural and socio-economic backgrounds throughout Oregon; deep commitment to increasing the diversity of leadership through the state of 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 children, youth and families and those in government who work with them
- Demonstrates a passion for operational and technical excellence, and customer experience
- Excellent interpersonal communication skills, demonstrating active listening techniques and strong written and phone communication
- Flexible and receptive to constructive feedback; adaptable to change situations and processes
- Self-motivated and detail-oriented
- Naturally positive attitude, with a love for helping people
- Proficient in Microsoft Office applications (Word, Excel, PowerPoint, Outlook)
- Experience working with a CRM preferred
- Bachelor's Degree, or equivalent experience

- Legally eligible to work in the United States

Employment Terms and Compensation:

- Full-time position, M-F
- This is an entry level position, but includes competitive pay (commensurate with prior experience) and generous benefits (medical, dental and vision insurance, vacation time, and retirement match up to 3%).

Anticipated Start Date:

September 26, 2022

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 j.marin@thecontingent.org. Please CC hr@thecontingent.org when you do.

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.