

Job Announcement

Program Recruitment and Retention Coordinator

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 primarily supports two of The Contingent's initiatives: Emerging Leaders (www.emergingleaderspdx.org), and Survival Is Not Enough (www.sine.org).

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 www.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.

Opportunity Summary:

The Program Recruitment and Retention Coordinator reports to the Director of the Empowering Leaders Division. They are responsible for recruiting and supporting program participants within The Contingent's Empowering Leaders Division, specifically the Emerging Leaders and SINE initiatives.

This role is integral to the mission of Emerging Leaders and SINE, with the opportunity to impact college students/graduates of color and/or individuals from other marginalized communities across Oregon and Southwest Washington that are ages 18-35 by helping to create access and opportunities.

Working closely with the Director, you will ensure that the operational details of recruiting and supporting program participants are covered in an organized manner. The Program Recruitment and Retention Coordinator will bring their administrative giftings to this work as they help create an exceptional experience that is customized, culturally specific, and supports individuals served intentionally through each stage of their development from college to career. This intentionality will allow participants to flourish, increase in social mobility and agency in closing the racial wealth gap.

You will have the opportunity to research similar programs to identify best practices, propose metrics that will predict and ensure success, and collaborate on developing an impactful experience for

program participants by creating and maintaining sustainable relationships to continually impact the growth of the Empowering Leaders Division. This includes providing professional and thorough communication with potential, current and past participants and individuals that represent community-based organizations, higher education and other key stakeholders that serve current college students or college graduates from marginalized communities.

The Program Recruitment and Retention Coordinator will partner with the Empowering Leaders team to engage those served and create intentional support for sustainable impact through collaboration. This position will also collaborate with our data analyst and to evaluate program material and technology tools. The ideal candidate is organized, detail oriented, adaptable, and takes initiative. This leader is a strong problem solver, proficient communicator, excels in follow-up, and builds relationships effectively.

Duties & Responsibilities:

RECRUITMENT

- Identify and Implement recruitment strategies to engage current college students and graduates to generate program participant inquiries and applications
- Utilize customized storytelling and relational methods to present to potential program participants and stakeholders
- Review and analyze compiled data to assist with continual improvement for recruitment and tracking towards goals
- Actively connect with higher education institutions and community-based organizations that serve target demographic to increase reputation, presence and enhance relationships
- Coordinate and evaluate recruitment events and strategies including program effectiveness, assess outcomes, and develop improved programming to achieve goals
- Partner with Customer Experience and Marketing teams to ensure effective participant outreach methods implemented to increase application completion rate and receive quality applications
- Regularly enter, track, review and pull recruitment data into CRM system for initiatives, especially to support identifying potential new opportunities
- In partnership with Empowering Leaders recruitment staff; recruit, train, and support program ambassadors to deliver engaging presentations that highlight initiatives
- Other duties as assigned by Director

RETENTION

- Support with developing, enhancing, coordinating and evaluating program tools, materials and events to retain participants and keep them engaged
- Present about program and professional development topics to potential, existing and past participants to help secure or grow relationships and increase their knowledge of subject matter
- Research and identify valuable relationships within organizations that support professional development among communities of color and other marginalized communities
- Collaborate with applicable programs focused on cultural competency, diversity, and inclusion that align with work

- Regularly evaluate data to ensure program participants are adequately supported and needs addressed, including survey results and other feedback loops
- Consistently enter, track, review and pull retention data into CRM system for initiatives
- Support with the management of programming associated with supporting participants to ensure there is regular understanding of their experience and they stay engaged, including during mentoring, internships, and other involvement
- Other duties as assigned by Director

INTERNAL PARTNERSHIPS

- Partner with The Contingent's Community Experience (CX), Technology, Data, and Marketing teams to utilize the suite of technical tools available for recruitment and retention via The Contingent's CRM (Microsoft Dynamics)

SUCCESS MEASURES

- This is a new position and will be evaluated after one year based on the following metrics:
 - Contribute to the increase of applicants and placement of program participants in Emerging Leaders (goal: 450-500 applications; 175-185 interns placed) and SINE (goal: 150-200 applications; 100-150 placed)
 - Over 80% of program participants retained for Emerging Leaders and SINE
 - Over 70% of program participants indicate they are satisfied with their experience
 - In partnership with Empowering Leaders recruitment staff, grow the ambassador program for Emerging Leaders and develop an ambassador program for SINE

Knowledge, Skills, and Abilities**:

- Associates degree or higher is required
- This role is ideal for someone with 2-4 years of experience
- Experience in successfully working with a diverse group of cultures and socio-economic backgrounds throughout Oregon and SW Washington utilizing multi-cultural intelligence, intentional listening, and appreciation and respect The role is highly administrative and requires a candidate with attention to detail, energy for documentation and coordination, and warmth for engaging program participants
- Demonstrates strong data management skills; excellent ability to enter, track, analyze and provide recommendations and learnings on data based on insight
- Effective communicator with strong written, verbal and public speaking skills that is experienced in engaging with diverse audiences
- 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 is preferred
- Experience working with Microsoft Dynamics 365, or another CRM (Customer Relations Management) platform

Personal Qualifications:

- Commitment to the mission of The Contingent, including Emerging Leaders and SINE (Survival Is Not Enough)

- Relates well and works effectively with diverse groups of people who represent the range of ethnic, cultural and socio-economic backgrounds throughout Oregon and SW Washington
- Deep commitment to increasing the diversity of leadership around the state of Oregon and SW Washington
- Ability to articulate a position on the importance of the faith community engaging under-represented children, youth and families
- Adaptable to changing situations and processes
- Continual growth mindset to develop and improve existing processes to enhance program efficiencies
- Flexible and receptive to constructive feedback
- Self-motivated leader that takes initiative

Employment Terms, Accountability, and Compensation:

- Competitive salary, commensurate with prior experience (\$43,000 – \$50,000)
- The Contingent has a flexible work model that supports a blend of in-office, remote and on-the-go workers.
- Due to our growth, we have team members located in multiple time zones. To facilitate collaboration, core hours for this position are 9 - 3 pm PST
- This position will require some evenings and occasional weekends
- Comprehensive benefits including premium medical, vision, and dental insurance (covered fully for employee and partially for spouse and/or dependents) generous paid holiday, vacation, sick, personal, and parental leave, flexible work environment
- The Contingent is in a position to model other-centered love in action. This is our primary driver. We accept our leadership responsibility to one another and to the people of Oregon. Starting on October 1, 2021, *The Contingent requires all employees to be fully vaccinated.*
- Legally eligible to work in the United States

Anticipated Start Date:

November 15, 2022

Application Procedure:

Those interested in this position must submit the following:

1. Letter of interest
2. Resume
3. Three references including:
 - o First and Last name
 - o Role
 - o A brief description of their relationship to you
 - o 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 **“Program Recruitment and Retention Coordinator”** sent to hiring@thecontingent.org



******"Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply to jobs unless they meet every single qualification. At The Contingent we are dedicated to building a diverse, inclusive, and authentic workplace, so if you are excited about this role but your experience does not align perfectly with every qualification in the job description, we encourage you to apply anyway. You may be just the right candidate for this or other roles."***

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.

Equal Opportunity Employer