

The Contingent Job Announcement

Position: Customer Experience (CX) Specialist

Division: Mobilizing Community

Initiative: Every Child Arkansas

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 residents to challenge the status quo and transform our communities: from the four corners of the block to 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 supports The Contingent's initiatives, including Every Child Arkansas (www.everychildarkansas.org), Emerging Leaders (www.emergingleaderspdx.org), and SINE (www.sine.org).

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.

Opportunity Summary:

The CX Specialist position will lead and set the standard for how The Contingent's Mobilizing Community initiatives interact with the customer (i.e., community members, partner organizations, government agencies, and other neighbors invested in coming alongside kids and families). In line with The Contingent's central commitment to equity and radical hospitality, the CX Specialist will guide the Customer Experience team by strategizing best practices for communicating essential information to diverse populations, efficiently meeting crucial and specific customer needs, and coaching a team of leaders through the lens of excellence, empathy, and compassion.

The Contingent is looking for a CX Specialist who is skilled in:

- Collecting and distilling information to diverse audiences
- Testing, triaging, troubleshooting, and learning on the fly

The ideal candidate will have experience in developing and/or managing a team as well as customer service and/or inquiry response. They are energized by collaborative process development, creative problem solving, and centering the perspective of program recipients. This leader has instinct for continuous process improvement, and the ability to balance the CX team's needs while advocating for the customer perspective. They value documentation and legacy development as they empower the next generation of leaders.

Experience working in a CRM or information database and intermediate-level skills in Excel are preferred, but not required. The CX Specialist for the Mobilizing Community Division will be a strategic, creative, collaborative, and highly communicative leader.

Are you able to take complex problems and turn them into practical solutions? Do you thrive in environments where you have the agency and accountability to communicate nuanced ideas and create sustainable processes? Are you energized by collaboration and partnership? If so, we encourage you to submit your application materials as detailed below.

Duties & Responsibilities:

Coaching and Development

- Build team culture and establish standards for executing all responsibilities related to CX for Mobilizing Community initiatives
- Initiate opportunities for skills-based development and collaboration amongst the CX Associates
- Create replicable trainings & onboarding materials for CX Associates

Support the Customer

- Support Every Child inquiry response and 1-800 phone support line
- Accurately and empathetically communicate complex information related to Every Child's work to a diverse population
- Represent the CX Team to initiative partners, including government offices, organizations, and faith partners.
- Advocate for and represent the Customer perspective, specifically when developing customer-facing communications, processes, and materials
- Make recommendations to the User Experience Strategist and Field Teams for improving inquiry response and CX strategies

Problem Solving & Process Development

- Continuously reevaluate existing systems to ensure excellence in CX
- Develop, document, and communicate new processes and associated materials (ie. phone scripts, email templates, etc.)
- Troubleshoot and assist CX Associates on complex inquiries
- Become a subject matter expert and stay informed on updates for each Mobilizing Community initiative

Reporting & Data Analysis

- Organize and assess data within the CRM using Excel to understand and report customer journeys and engagement
- Develop reports for various audiences including government agencies, business partners, community leaders, and field staff

Success Metrics:

This is a new position and will be evaluated after one year based on the following metrics:

- Accurately track & update data from Incoming Inquiries and pass off Inquiries to the appropriate location when necessary
- Consistently generate warm leads to be passed off to local licensing agencies with a high rate of completion on Inquiry and survey forms
- Communicate clearly and effectively with community members who are Inquiring about foster care

- Establish rapport and effective communication with local licensing agencies and resource support agencies.

Knowledge, Skills, and Abilities:

- Experience in successfully working with a diverse group of constituents utilizing multi-cultural intelligence, intentional listening, and appreciation and respect
- Results-oriented, community/customer centered with an ability to provide continuous improvement across the experiences of inquiring community members
- 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
- Effective project manager with a focus on being self-directed and goal-oriented, proactively collaborating externally and internally
- Proven track record in leading others including coaching and motivating teams to be successful and achieve their role expectations and goals
- 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 in Microsoft Dynamics 365, or another CRM (Customer Relations Management) platform

Personal Qualifications:

- Commitment to the mission of The Contingent, including Every Child, Survival Is Not Enough (SINE), and Emerging Leaders
- Relates well and works effectively with diverse groups of people who represent the range of ethnic, cultural and socio-economic backgrounds throughout Arkansas
- Deep commitment to increasing the diversity of leadership around the state of Arkansas
- Ability to articulate a position on the importance of the faith community engaging under-represented children, youth and families
- Deep commitment to serving under-represented kids, youth and families and those in government who work with them
- Continual growth mindset to develop and improve existing processes to enhance program efficiencies
- Demonstrates a passion for operational and technical excellence, and customer experience
- Strong interpersonal communication skills, demonstrating active listening techniques & time management skills
- Flexible and receptive to constructive feedback
- Self-motivated leader that takes initiative
- Adaptable to changing situations and processes

Employment Terms, Accountability, and Compensation:

- Competitive salary, commensurate with prior experience (\$35,000 – \$40,000)

- 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
- 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, & parental leave
- 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. As of October 1, 2021, *The Contingent requires all employees to be fully vaccinated.*
- Legally eligible to work in the United States

Anticipated Start Date:

December 1, 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 **Community Experience (CX) Specialist, MCD, ECAR** sent to hire@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