

The Contingent  
**Job Announcement**

**Position: Customer Experience (CX) Associate**

**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](http://www.everychildarkansas.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](http://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](mailto:k.bartz@thecontingent.org) for additional information.

**Opportunity Summary:**

The CX Associate 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 Associate will work within the Customer Experience team to strategize 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 Associate 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 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 advocate 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 Associate 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:

### **Inquiry Response + Email Management**

- Personally respond to inquiries within 24 hours, ensure pass-off to correct external partner
- Represent Every Child and all programs with excellence through email communications, phone calls, and/or text messages
- Regularly re-evaluate systems and processes 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, and other staff at The Contingent to regularly evaluate customer experience and customer service practice

### **Communication**

- Communicate with inquirers via email, phone, or text using provided templates and scripts, and in conversation to ensure information accuracy, provide a path forward, and/or a connection to appropriate resource(s)
- Bilingual in Spanish is a plus (if the candidate expresses fluency in the language, they will be compensated for this skill)
- Translate and edit existing English language templates for Spanish language use, and to suit Spanish-speaking contexts; create new templates when necessary
- Support inquirers expressing preference for Spanish-language communication
- Collect and provide feedback to improve templated or scripted communication
- Actively communicate with team members and initiate collaborative approaches 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
- 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.

### Success Metrics:

This is a new position 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 generating 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:

- Bachelor's Degree, or equivalent experience, proficiency in Spanish and English preferred
- Experience in successfully working with a diverse group of constituents utilizing multi-cultural intelligence, intentional listening, and appreciation and respect
- Work with local and state-wide team of other passionate professionals committed to improving outcomes for children, youth, and families
- 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
- Strong interpersonal communication skills, demonstrating active listening techniques & time management skills
- 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 Every Child and Empowering Leaders
- Relates well and works effectively with diverse groups of people who represent the range of ethnic, cultural, and socio-economic backgrounds throughout Arkansas
- Ability to articulate a position on the importance of the faith community engaging vulnerable children, youth, and families
- Deep commitment to serving under-represented kids, youth, and families and those in government who work with them
- Deep commitment to increasing the diversity of leadership around the state of Arkansas

- Demonstrates a passion for operational and technical excellence, and customer experience
- Flexible and receptive to constructive feedback
- Strong writing and phone skills
- Adaptable to changing situations and processes
- Naturally, positive attitude, with a love for helping people

### Employment Terms, Accountability, and Compensation:

- Competitive salary, commensurate with prior experience (\$30,000-\$35,000)
- 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, and 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 **Customer Experience (CX) Associate MCD** sent to [hire@thecontingent.org](mailto: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