

The Contingent Job Announcement Community Experience (CX) Associate, MCD

Opportunity Summary:

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?

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 develops reports, maps the trajectory of an inquirer's engagement, audits the experience of community members and partners, and proposes recommendations for continuous improvement.

Duties And Responsibilities:

Inquiry response and email management

- Represent Every Child and all programs with excellence through email communications, phone calls, and/or text messages.

Customer service

- Research and provide recommendations on customer service and engagement strategies for inquiry response.

Communication

- Actively communicate with team members and initiate 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.

Personal Qualifications:

- Commitment to the mission of The Contingent, including Every Child, Emerging Leaders, and Survival Is Not Enough (SINE)
- Possess cultural and emotional intelligence and an ability to work with a diverse group of leaders.
- Demonstrates a passion for operational, technical, and customer experience excellence.
- Ability to articulate a position on the importance of the faith community engaging vulnerable children, youth, and families.

Education And Experience:

Bachelor's Degree preferred, Associates with relevant experience acceptable and/or 2 years demonstrated experience in customer service, proficiency in Spanish preferred.

Employment Terms:

- Full Time position (40hours), non-exempt salaried role, \$33,260 – \$34,500 per year.



- This is an entry-level position but includes comprehensive benefits including premium medical, vision, and dental insurance (covered fully for employee) generous paid holiday, vacation, sick, personal, and parental leave, flexible work environment.
- The Contingent has a flexible work model that supports a blend of in-office, remote and on-the-go workers.
- We have team members located in multiple time zones. To facilitate collaboration, core hours for this position are 9-3 pm PST (7- 1pm HST, 10–5pm CST, 12-6pm EST).
- This position will be expected to work within The Contingent’s hybrid work policy (2-3 days in the office, 2-3 days from home)
- This position is in Portland Oregon
- 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. As of October 1, 2021, The Contingent requires all employees to be fully vaccinated.
- Legally eligible to work in the United States

If you read this position description and are filled with a wholehearted, “YES! I’m in!” We would love to hear from you!

Anticipated Start Date: April 17, 2023

Application Procedure:

Those interested in this position must submit the following:

1. Letter of interest (Please include how you heard about the position)
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)

Application materials should be emailed with a subject line containing “**Customer Experience (CX) Associate**” 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