

## The Contingent Job Announcement

### Community Experience (CX) Associate Mobilizing Community Every Child Indiana

#### 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?

The CX Associate leads and sets 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 has experience in:

- Testing, triaging, troubleshooting, and learning on the fly
- Email Management
- Customer Service
- Data Management

The ideal candidate for this entry level CX position will have 1+ years' 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.

#### Education and experience:

- Associate degree and or 1+ year experience (internship) or equivalent experience in customer service
- Bilingual in Spanish is a plus (if the candidate expresses fluency in the language, they will be compensated for this skill).

#### Employment Terms:

- Competitive salary, commensurate with prior experience **\$37,500 - \$45,500** (doe)
  - o Total Compensation - *\$45,100 - \$57,900 (doe)*
- Comprehensive benefits including premium medical, vision, and dental insurance (covered 100% for employee and 80% for spouse and/or dependents) generous paid holiday (19days) in addition to, vacation, sick, health and wellness time and parental leave
- Contingent has a flexible work model that supports a blend of in-office, remote and on-the-go workers. Staff are 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 Indianapolis, Indiana.
- 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

*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:

*Screening of applicant materials will begin immediately, and applications will be accepted until the position is filled.*

#### Application Procedure:

Those interested in this position must submit the following:

- Letter of interest (Please include how you first heard about this position)
- Resume
- 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 "Community Experience (CX) Associate, ECIN" sent to [hiring@thecontingent.org](mailto: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