

The Contingent Job Announcement Community Experience (CX) Manager, Every Child Indiana (ECIN)

Opportunity Summary:

Are you passionate about developing and empowering rising leaders while making a positive impact on vulnerable communities across the state? Do you have experience in customer experience management and a strong desire to create an excellent associate and customer experience?

Are you excited about utilizing your skills in customer service, process development, and training to drive continuous improvement and streamline tools and processes for community engagement?

A strong candidate for this position will have a background in customer experience, customer service, process development, and training. They see this role as an opportunity to invest their skills and experiences in empowering leaders and mobilizing community across urban, suburban, and rural communities in their state. This is a leader who is excited about continuous improvement, guiding a community member's holistic experience with The Contingent and its programs (leading to deeper engagement), providing excellent customer service for internal and external partners, proposing opportunities for growth, and streamlining tools and processes for community engagement.

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

Duties And Responsibilities:

Staffing & Customer Service:

- Supports, models, and enhances all support behaviors to ensure a seamless community experience manages and resolves customer relations issues
- Conducts associate observations and provides feedback and coaching

Communication:

- Communicates effectively with the CX leadership team, specialists, and associates, including cascading relevant information to direct reports

Reporting & Data Analysis:

- Analyzes customer experience reports and insights and mobilizes the team accordingly

User Journey:

- Fosters a customer-centric culture, where the full energy and activity of the CX team are focused on delivering highly satisfying community experiences

And other duties as assigned

Education and Experience:

- Bachelor's Degree in business, sales, project management (preferred) or equivalent work experience
- 2-3 years driving outcomes for customers, preferred
- 1-2 years of supervisory experience required

Knowledge, Skills, and Abilities:

- Effective manager with a focus on being self-directed and goal-oriented, proactively collaborating externally and internally
- Excellent organizational skills including attention to detail and multitasking skills
- Proficient in Microsoft Office applications, experience with Asana, SharePoint, Microsoft Dynamics 365, and Microsoft Teams is preferred
- Experience in navigating CX and CRM management tools a plus (Microsoft Dynamics, Salesforce, Zendesk etc.)

Personal Qualifications:

- Commitment to the mission of The Contingent, including [Every Child](#), and [The Script](#).
- 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

Employment Terms:

- Full Time (40hrs) exempt annual salary offered at a range of 42,000-50,000 (estimated total compensation \$49,000 - \$57,000) doe
- 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 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 9-2 pm PST (6- 11 am HST, 11–4 pm CST, 12-5 pm 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 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. 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:

November 1, 2023

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:

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 “CX Manager, ECIN” to hr@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