

DISASTER RECOVERY, COMMUNICATION, & TRAINING SPECIALISTS

POSITION OVERVIEW

JOB DESCRIPTION

Emergent Method is a team of problem solvers from diverse backgrounds dedicated to helping clients provide unique and valuable experiences to their customers, employees, and stakeholders. We strive to build and maintain a team of exceptional people who are committed to the success of our firm and our clients.

We are seeking to form a team of dynamic disaster recovery, communication, and training specialists with diverse backgrounds and experiences to support a variety of key functions in developing and implementing a disaster recovery program. These specialists will serve important management and support roles for disaster recovery programs such as applicant relations, training, communication and outreach, and project management.

The ideal candidate must have a strong work ethic, be a well-organized self-starter with keen attention to detail, easily adapt to constantly evolving business demands, and enjoy the challenges of supporting team members across a variety of projects in a fast-paced, dynamic environment. This is a full-time position based in Raleigh-Durham, North Carolina. Remote working and/or travel is potentially an option, but onsite is preferred.

Key responsibilities include, but are not limited to, the following:

- Support projects involving strategic communication, public relations, social media, writing, messaging, or other needs.
- Manage and support overall applicant engagement efforts, including generating, maintaining, and distributing materials intended for prospective or current applicants or program participants. Examples of these materials include FAQs, flyers, applications, direct mail pieces, text campaigns, and emails.
- Improve overall program knowledge and oversee knowledge management efforts for current staff to improve internal operations. Examples include trainings, policy instruments or measures, standard operating procedures, and development and delivery of job aids.
- Coordinate and provide real-time responses to applicants related to their experience with client programs or operations.
- In alignment with client-approved strategies, coordinate and develop communications products, outreach materials, promotional items, and digital materials for programs and/or services crossing multiple geographic areas and sectors.
- Proactively manage and support projects from concept to completion, working closely with clients and project partners.
- Develop strategies to gain buy-in and drive awareness among key stakeholders.
- Serve as a trusted client resource and seamlessly interact and engage onsite with client staff.
- Provide other project support functions as needed.

Required qualifications include the following:

- Bachelor's degree in a related field.
- At least two years of experience in communication, public relations, public outreach, policy interpretation, training, applicant relations and engagement, management of knowledge and processes, or related experience that clearly demonstrates comparable knowledge, skills and abilities preferred.
- Strong skills in content development and copy editing, according to AP style and related style guidelines.



- Ability to be a true problem solver with a willingness to “roll up sleeves” and understand and complete tasks and projects.
- Ability to prioritize and execute tasks in a challenging environment.
- Strong communication and interpersonal skills.
- Attention to detail and organizational skills.
- Exceptionally strong work ethic and commitment to delivering results.
- Strong strategic thinking, analytical, and multi-tasking skills.
- Ability to monitor and report on multiple deliverables with a focus on meeting and exceeding deadlines.
- Willingness to learn new skills and adopt new methodologies.
- Strong proficiency with Microsoft Office.

Preferred qualifications include, but are not limited to, the following:

- Experience working with government agencies, disaster management, and flood recovery programs or efforts.
- Experience with U.S. Department of Housing and Urban Development Community Development Block Grant – Disaster Recovery programs, as well as other applicable federal disaster recovery efforts.
- Experience with technology systems and products such as Salesforce, AppointmentPlus, Zoom, and/or SharePoint.
- Familiarity with the Adobe Creative Suite.

HOW TO APPLY

Candidate(s) should submit a resume and cover letter to jobs@emergentmethod.com. Applications will be accepted until the position is filled.

BACKGROUND

Emergent Method is a Louisiana-based management consulting firm focused on helping companies and organizations innovate, grow, improve their performance, and achieve their missions. We do this by bringing people and ideas together to understand opportunities, let ideas emerge, and create multi-faceted solutions with results greater than the sum of their parts. We come from diverse backgrounds that lend to expertise in solving complex problems, implementing impactful change, helping our clients and communities navigate shifting landscapes, and seizing opportunities – including those they had not seen before. From strategic planning and organizational design, to project management and strategic communication, we are dedicated to helping our clients adapt, innovate, and grow – pushing systems, agencies, and industries to new heights, while developing strategic, systemic solutions and processes to support those goals.

We opened our doors in 2012 and have been recognized for growth and achievement over the years, including the Greater Baton Rouge Business Report and Junior Achievement's Company of the Year (2017), Consulting Magazine's fastest growing consulting firms (2018, 2019) Inc. Magazine's fastest-growing private companies in America (2018, 2019), LSU's 100 fastest growing alumni owned business (2018, 2019), and the Louisiana Association of Business and Industry's Company of the Year (2019).

We are dedicated to seeking the same measures of continuous improvement for the clients we serve and supporting them in all actions of planning, growth, and emergence to the forefront of their industries. To learn more about Emergent Method and our team, visit our website at emergentmethod.com.

Emergent Method and associated entities are equal opportunity employers. We do not discriminate against employees or applicants for employment on any legally recognized basis or any protected class under federal, state, or local law.