

# SENIOR OUTREACH CONSULTANT

## 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 a dynamic communication professional to serve our team as a Senior Outreach Consultant responsible for a variety of tasks related to strategic communication and marketing. This role will support key functions in developing and implementing a disaster recovery program. Working under the supervision of a Manager and in coordination with the project team, the Senior Outreach Consultant will provide important management and support for disaster recovery functions, including applicant relations, applicant identification, outreach and engagement, 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 possess exceptional consultant/customer service-based skillsets. This is a full-time position based in Raleigh-Durham, North Carolina, although remote work and/or travel may be considered.

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

- Partner with the client to evaluate and assess needs in order to recommend and execute applicant engagement strategies while managing associated controls and potential risk.
- Manage and support overall applicant engagement efforts, including researching, 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 targeted emails.
- Serve as a trusted client resource and interact and engage both virtually and onsite with client staff.
- Manage data research and applicant engagement databases and analyze/translate into action steps that support a robust and effective applicant marketing/engagement strategy.
- Meet and exceed key metrics to ensure appropriate levels of communication are maintained, outreach events are scheduled and executed, etc.
- Uphold the firm and client's reputations by remaining extremely customer service-focused.
- Improve overall program knowledge and oversee knowledge management efforts for current staff to improve internal operations.
- Support projects involving strategic communication, public relations, social media, writing, messaging, or other needs.
- 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 partners.
- Develop strategies to gain buy-in and drive awareness among key stakeholders.
- Provide other project support functions as needed.



Required qualifications include:

- 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.
- Strong skills in content development and copy editing, according to AP style and related style guidelines.
- Strong communication and interpersonal skills.
- Strong proficiency with Microsoft Office, particularly Excel, Outlook, and Access.
- Ability to be a true problem solver with a willingness to "roll up your sleeves" and complete tasks and projects.
- Ability to prioritize and execute tasks in a challenging environment.
- 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.

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

- Experience working with government agencies, disaster management, and disaster recovery programs or efforts.
- Experience working 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 working directly with clients, managing multiple clients, and adhering to strict deadlines.
- Experience creating targeted outreach plans, scripting mass messaging, and utilizing databases to deliver mass email and text messages.
- Experience with technology systems and products such as Salesforce, Zoom, Mailchimp, and/or SharePoint.
- Familiarity with the Adobe Creative Suite.

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## HOW TO APPLY

Candidate(s) should submit a resume, cover letter, and relevant writing samples to [jobs@emergentmethod.com](mailto:jobs@emergentmethod.com). Applications will be accepted until the position is filled.

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## 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](https://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.*