



**Families**  
Empowered

## Family Success Specialist

### ABOUT FAMILIES EMPOWERED

Families Empowered is a community-based, women- and minority-led non-profit parent service organization that envisions, one day, all families will have access to schools that work, for them. With a leadership team and staff comprised of multiple first-generation college graduates, we deeply understand the importance of empowered parents, and the positive impact they can have on Texas communities. Each year we reach out to tens of thousands of families in Houston, San Antonio, and Austin through in-person events, our bi-lingual call center, text, and social media, and provide them with free personalized support to help them navigate their many great K-12 school options.

### OUR GUIDING PRINCIPLES

**Integrity:** Conduct all affairs with parents, partners, staff, and donors with integrity and transparency. We are scrupulous and brutally honest about performance data, and courageous in sharing "lessons learned" with those who might benefit from our missteps, or help us correct them.

**Value Creation:** Ensure that all our actions focus on creating maximum value for families we serve and are oriented toward empowering others to improve their lives. Hold yourself and others accountable.

**Empathy:** Honor each other and lead with understanding; although we work at scale to solve an urgent problem, we strive for quality, personalized interactions with our customers and each other.

**Humility:** Exemplify humility and intellectual honesty. Constantly seek to understand and constructively deal with reality.

**Optimism:** Face questions and challenges with hopefulness and confidence. Maintain a sense of possibility when serving families and each other.

**Listening:** Seek input from our customers as frequently as possible in order to deepen and broaden our relevancy and impact.

**Collaboration:** Understand that we alone cannot provide everything that families need to access excellent schools; we initiate and maintain strategic partnerships and collaborations with like-minded organizations.

### ROLE OVERVIEW

- **NOTE: APPLICANTS FOR THIS POSITION MUST SPEAK AND WRITE FLUENTLY IN ENGLISH AND SPANISH. This position requires the willingness and ability to speak with parents in English and Spanish most of the time. A one (1) month contract will initially be offered to the successful candidate, with the possibility for a full-time offer after one month.**
- In order to support parents of K-12 children in Austin, San Antonio, and Houston who are struggling with finding the right school for their child, Families Empowered relies on Family Success Specialists as a critical part of our team. These specialists are charged with providing direct phone outreach to parents, and to handle inbound calls with an exceptional level of customer service, maturity, and desire to help families.
- The Family Success Specialist will deliver the highest standard of customer service.
- This is an hourly (\$14/hour), paid opportunity.

### PRIMARY RESPONSIBILITIES

- Person-to-Person Calling Campaigns
- Calls parents to inform them about immediate school enrollment opportunities for their child.
- Updates customer record in Salesforce database, as needed.
- Works with communications team to reach calling campaign goals; recognizes team support opportunities and appropriate solutions.
- Ability to troubleshoot technical issues as they arise.
- Communications and Marketing Support, including but not limited to:
- Call parents for other calling campaigns or purposes.
- Monitoring and responding to incoming phone calls for the Families Empowered organization; routing callers to the correct teammate.
- Translation support (written) for parent-facing communications (including emails, flyers, website, and other design collateral).
- Staff the Families Empowered table at events (during work hours, in the evenings, and on weekends, as needed).
- Other tasks, as directed by the Operations Manager.

### FUNCTIONAL SKILLS REQUIRED

- **Ability to communicate with parents in Spanish verbally and in writing, without assistance.**
- Exceptional level of self-motivation, detail orientation, customer driven focus, and time management skills is non-negotiable.
- Highly relational: strong communication skills with a focus on speaking to diverse audiences.
- Minimum competence in computer software, such as Microsoft Office.
- A team player committed to developing and working within a collaborative environment and to ensuring the highest customer service orientation.
- Passion for making a difference in education and believes that all children should have access to an excellent education, regardless of income.

### FUNCTIONAL SKILLS PREFERRED

- Some degree of experience with working directly with parents, ideally in an education setting (either volunteering at school/s, working for schools, or for another service-based organization or non-profit)
- Familiarity with working with a customer database (ex: Salesforce)

### CHARACTER SKILLS REQUIRED

- Impeccable integrity, honesty, and punctuality.
- Flexibility in roles, responsibilities, and procedures.
- Ability to work within a team to accomplish project goals.
- Intolerance for mediocrity, strives for excellence in all aspects of work.
- Ability to have fun and keep a positive attitude in performing repetitive tasks.
- Self-starter who takes initiative, is able to work independently and has willingness to take on any task.
- Passion for the Families Empowered mission.

**TRAVEL:** Requires up to 15% travel within the Houston metro area and the occasional trip to Austin and/or San Antonio. Mileage will be reimbursed for required travel between the office and event sites. Requires a valid driver license.

**Work Conditions:** Work is performed in an office setting, with some participation in outdoor activities required.

**COMPENSATION:** \$14/hr

**BENEFITS**

Families Empowered offers the following:

- Health insurance (employee covered at 60%)
- Short Term Disability coverage (100% employer paid)
- Voluntary dental, vision, life insurance, and long-term disability insurance.
- 20 PTO days and 15 Paid Holidays annually, once offered full time employment.