

Community Outreach Consultant Seattle, WA

About Solace

Solace was founded in 2018 in Portland, OR and is working to reinvent the funeral industry. We are a human-powered, technology-enabled cremation services provider serving the Portland, OR and Seattle, WA metropolitan markets. Solace is a fast-growing, early stage organization that relentlessly focuses on serving families with solutions developed for ease, simplicity and modernity. All of our work centers on delivering trusted care that lightens the family's burden during one of life's most difficult and challenging times, leveraging the power of technology. In less than two years, Solace Cremation has become the most reviewed and highest-rated direct cremation company in the Northwest.

About the role

Solace is currently seeking a part time Community Outreach Consultant to help build our brand in the Seattle area.

Key responsibilities include:

- Create and deepen trust-based relationships with key service providers (hospital systems, hospice providers, licensed facilities) with both regional and national footprints
- Demonstrate mastery of Solace's core value propositions of ease, transparency and modernity and a deep understanding of their market; be able to articulate the value proposition for the service providers; conduct service provider in-service presentations, as applicable
- Bring the voice of the Seattle market to Solace business, brand and budget planning processes
- Working with Solace teammates, create new approaches and programs that deliver value to providers
- Provide field support for regional marketing programs
- Successfully develop and implement market-specific plans with targeted objectives aligned to Solace's growth plans including:
 - Potential provider lists with prioritization methodologies employed
 - Time-specific action plans to build, extend and solidify relationships
 - Collaboration with providers to augment current marketing materials, educational efforts and family service capabilities
 - Positively impact Solace's referral rate across providers
- Stay up-to-date on the latest market trends and conduct ongoing market analysis to expand provider network opportunities and engage in high-value add networking across markets
- Regularly provide and collaborate with senior leadership on past, present and future opportunities / results to maximize organizational impact and deepen service provider relationships / referrals

The ideal Community Outreach Consultant will have:

- A minimum of a Bachelor's Degree
- Must reside within the geography
- In depth knowledge of the end-of-life provider space (skilled nursing, retirement communities, memory centers, hospice)
- A minimum of three (3) years of experience in one or more of the following areas:
 - Hospice and / or palliative care
 - Business to business account management
 - Licensed aging centers
- Experience in developing and implementing market development plans including identification, evaluation and impact of opportunities
- Excellent written and oral communication skills
- Demonstrated competency in customer-oriented problem solving and support in a technology-enabled environment
- Prior start-up experience, an entrepreneurial spirit and the ability and desire to work with limited resources in a hands-on environment
- Demonstrated experience as self-starter with ability to direct priorities and manage schedule
- Confidence working across technology platforms—Slack, Zoom, Google Meets, MS Teams, etc.; and the flexibility to work in partners' preferred communication platforms
- As is safe to do so, the ability to travel significantly throughout the Seattle area and occasionally to Portland, which may include overnight / weekend travel, in support of the business
- Home office set-up with daily access to email and internet
- A valid driver's license, clean driving record, access to a vehicle during work hours and car insurance required

If interested, please email a cover letter and resume to jobs@solacecares.com.