POSITION TITLE: Database Specialist - CRM
DEPARTMENT: Finance
LOCATION: Community Foundation for the Fox Valley Region 4455 W. Lawrence St. Appleton, WI 54914
REPORTING TO: Director of Database Operations
FLSA CLASSIFICATION (EXEMPT OR NON-EXEMPT): Non-Exempt
CLASSIFICATION: Full-Time Benefits Eligible
LAST UPDATED: November 9, 2021

POSITION SUMMARY
The Database Specialist - CRM is part of the Foundation's dedicated team of professionals who work together under the core values of integrity, respect, teamwork, stewardship, and diversity, equity, inclusion, and antiracism (DEIAR) to support the strategic direction and mission of the Foundation, strengthening our community for current and future generations by helping people make a difference in the lives of all.

The Database Specialist - CRM is responsible for supporting database operations by processing and recording all constituent record transactions including but not limited to gift entry, event registrations, other record updates as outlined below. This position will assist in performing database integrity processes as needed and offer backup support for grant processing.

ESSENTIAL DUTIES AND RESPONSIBILITIES
Fundamental Responsibilities
• Process donations for multiple entities into the donor database, ensuring the integrity of the CRM database.
• Research, follow-up, and process all donations from the various giving platforms.
• Prepare receipts and acknowledgements for donations.
• Generate pledge reminders and invoices from CRM, and record, maintain, and adjust pledge records.
• Update donor records with demographic information derived from donations and other correspondence.
• Serve as primary contact for data exports from the CRM database as needed by stakeholders.
• Assist Foundation staff to respond to telephone and written inquiries from donors about their donations.
• Assist Foundation staff in generating database-driven reports.
• Create and/or update standard work documents related to responsibilities.
• Complete processes to maintain CRM database integrity.

This job description describes the general nature and scope of responsibilities for this position. Please note other duties and responsibilities may be assigned or removed at any time.

EDUCATION AND/OR EXPERIENCE
• Must have 3-5 years data entry experience and working knowledge of computer systems.
• Experience working with relational databases preferred.
• Experience working with Raiser’s Edge or other CRM database preferred.
KNOWLEDGE, SKILLS AND ABILITIES

- Able to demonstrate teamwork, respect, integrity, stewardship, and DEIAR throughout work and interactions.
- Ability to work in fast-paced environment with demonstrated ability to manage multiple competing priorities.
- Ability to resolve issues timely and accurately.
- Effective time management to include establishing priorities and meeting deadlines.
- Continuous improvement skills to make processes more efficient.
- Excellent organizational skills and attention to detail.
- Strong oral and written communication skills.
- Ability to handle sensitive and confidential information.
- Ability to work independently with minimal supervision.
- Strong data entry skills with emphasis on accuracy and attention to detail.
- Must be proficient in Microsoft Word and Excel including mail merges.

WORK ENVIRONMENT AND JOB SPECIFICATIONS

The work environment and job specifications listed below are representative of those that must be met by an employee, with or without accommodations, to successfully perform the essential functions of this job.

- Primarily perform work in an office environment.
- Frequently move around the office and access or use computers, office equipment, telephone, and any other pertinent supplies, space or equipment used to perform the duties of the position.
- Work with frequent interruption.
- Sit for long periods of time.
- Lift and/or move up to 10 pounds and occasionally lift and/or move up to 20 pounds
- Travel occasionally to surrounding area businesses for events, meetings, etc.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.