



CRM Manager

The Center for Jewish Philanthropy has an opening for a CRM Database Manager to join our team. This is a full-time exempt position based in Scottsdale, Arizona.

Our full-time employees are eligible for our benefits package which includes medical, dental, life, short and long-term disability insurances, voluntary insurance options, paid vacation, sick and holiday time, 401K, and health savings account.

Direct Report: Vice President, Finance and Operations

Essential Duties and Responsibilities:

Administer organization's CRM system to organize and store data; provide database support and statistical analysis to end users; determine application data access requirements and other pertinent data required to develop and maintain an integrated database. Effectively train end users to become self-sufficient users. One key feature of this position is to be an internal trainer, providing effective instruction and good customer service so all staff in the organization is empowered to use database to meet their professional responsibilities and the organization's overall goals.

CRM and Data Management:

- Ensure that CRM database information is accurately maintained and easily accessible for all staff.
- Coordinate the standardization of data entry into Community Suite, Blackbaud and/or any current CRM systems. Train appropriate staff on procedures.
- Continual data updates and enhancements through 3rd party vendors.
- Production of mailing lists for all donor and community-related mailings, e-blasts, and special events.
- Production of ongoing reports for staff, various meetings, and any other reporting requirements.
- Facilitate all year end activities and processes as it relates to CRM database.
- Work with Senior Staff on developing strategies to ensure planning and coordination of projects to support overall FRD efforts and/or specific program needs as well as determining, implementing, and continuously supporting FRD staff with relationship building processes for prospects and donors.
- Have expertise in creating reports, maintaining reports, and producing database queries.
- Support and maintain CRM database applications, system tuning, performance monitoring and database maintenance.
- Ensure CRM database versions/packages and security are maintained and updated.

- Monitor database for functional use and availability of tools to optimize staff performance, i.e., security issues, KPIs, reports and queries, dashboards, etc.
- Monitor, identify and investigate reported problems with the system, coordinate solutions with JFNA Help Desk and support teams or the software vendor as needed to ensure smooth system operations.
- Manage system conversion and enhancement projects: planning, implementation, and coordination of departments.
- Interact with other Federations in the CRM Collective.

Schedule: This is a full-time position

Required Skills/Abilities/Characteristics:

- Thorough knowledge of Blackbaud CRM database and/or Microsoft Dynamics.
- 3-5 years of database management experience.
- Strong analytical skills to identify and resolve problems with database system.
- Ability to work on multiple projects, handle interruptions and shifting priorities, maintain focus on tasks, pay attention to details, and produce accurate work.
- Ability to handle confidential information and materials with discretion and integrity
- Bookkeeping or accounting experience is a plus.
- Comfort and effectiveness translating between end users needs and database output.
- Proven ability to effectively train individuals in technical areas.
- Knowledge and understanding of development, fundraising, and nonprofit organizations.
- Proficient in use of Microsoft Windows and Office products (with advanced skills in Word, Excel, Outlook), Adobe Acrobat, email and internet applications and standard office equipment.

Education/Experience:

- B.S. or B.A. preferred, business or computer related study preferred.
- Extensive database knowledge is required
- Knowledge of accounting basics preferred.

Please send your resume to Jperry@phoenixcjp.org