

Customer Relationship Management Specialist (Blackbaud)

Introduction

A leading private educational institution headquartered in the Los Angeles Westside area is currently seeking a Customer Relationship Management (CRM) Specialist to serve as an integral part of the Advancement Team.

Job Summary

The CRM Specialist works with the Database Manager as the Advancement Team's subject matter expert with the Blackbaud database, providing critical administrative and data support throughout the organization with a collaborative effort. This position is responsible for maintaining data accuracy, functionality and integrity to ensure proper integration between systems and departments.

Key Responsibilities and Accountabilities

- Collaborate with other departments to understand their requirements related to the database
- Train other departments on basic reporting and usages of NXT and Raiser's Edge
- Design and run reports for advancement and other programs
- Maintain all constituent classification systems and structures in Raiser's Edge to link constituents to the appropriate programs, groups and affinities within the organization
- Data entry related to creating new records, updating contact information and ensuring data integrity
- Excellent customer service and communication with other departments
- Perform and track frequent data hygiene processes
- Work with communications to export distribution lists for all university communications and import changes and results back into Raiser's Edge.

Qualifications, Education and Experience

- Bachelor's degree preferred
- 3-5 years of experience in a similar role
- Capacity to learn advanced software functions
- Blackbaud expertise—Blackbaud Certification is a plus
- High level of proficiency with Excel
- Project management skills
- Ability to prioritize competing demands
- Able to build rapport within Advancement and other departments
- Detail oriented
- Good organizational and administrative skills, including the ability to multi-task

- Exceptional written and verbal communication skills to effectively interact and facilitate discussions with multiple stakeholders
- Able to communicate in a friendly, patient and professional manner.
- Be adaptable in the face of rapidly changing priorities
- A passion for implementing technology to increase efficiency
- Ability to quickly learn new technologies, programs and applications

Salary is commensurate with knowledge, skills and experience. An excellent benefits package is offered.

Interested applicants should submit a resume and cover letter (in PDF format) explaining how your qualifications meet the requirements of the position to: jobs@southbayhr.com

We will consider for employment all qualified Applicants, including those with criminal histories, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.