

## **CRM Data Operations Specialist**

The American Parkinson Disease Association (APDA) is currently seeking a Customer Relationship Manager (CRM) Data Operations Specialist to join their growing organization. This is a **remote based**, full-time, non-exempt, salaried position

### **AMERICAN PARKINSON DISEASE ASSOCIATION:**

Founded in 1961, American Parkinson Disease Association (APDA) is a nationwide grassroots network dedicated to fighting Parkinson's disease. APDA's mission is to "*provide the support, education, and research that will help everyone impacted by Parkinson's disease live life to the fullest.*" It has raised and invested more than \$282 million to provide outstanding patient services and educational programs, elevate public awareness about the disease, and support research designed to unlock the mysteries of Parkinson's disease and ultimately put an end to this disease.

### **THE ROLE:**

The CRM Data Operations Specialist is a member of National Headquarters staff and supports the day-to-day work of the Development Department. The Customer Relationship Manager (CRM) Data Operations Specialist is responsible for ensuring accuracy and integrity with data entry, imports and exports, seeking insights and actionable information from the data aimed at enhancing APDA's impact through constituent centric relationship data systems and driving efficient use of the system and processes. This role supports the Development Department and will work closely with other staff in the organization performing data and systems tasks necessary to identify areas where CRM-related technologies can be leveraged to streamline processes, improve understanding of our constituents, inform planning and ultimately help meet the objectives of APDA's mission.

### **Primary Responsibilities**

- Ensure accurate and timely data entry into Raiser's Edge NXT (RENXT), including donation processing, while maintaining data hygiene.
- Accurately conduct global imports, exports and changes to data as well as resolve any exceptions. Collaborate with staff members, particularly for financial reconciliation.
- Identify opportunities to improve efficiency and accuracy in data processing activities, leading to increased efficiency and productivity.
- Collaborate with APDA colleagues and vendors to train team members on data standards, data entry processes, and Raiser's Edge and Luminate reporting tools. Conduct refresher training sessions to ensure staff understand database standards and applications.
- Provide support to APDA colleagues to answer questions and resolve issues.
- Assist team members and other work groups in various capabilities related to Raiser's Edge and Luminate, including but not limited to queries, reports and mailing list generation.
- Generate reports to communicate key performance indicators, progress, and outcomes to stakeholders, enabling data-driven decision-making.

- Create and maintain documentation for processes, system configurations, and user guides.

### **QUALIFICATIONS:**

- Bachelor's degree required.
- Minimum of 3 years managing or supporting a CRM system, preferably within the nonprofit sector.
- Expertise in Blackbaud products is critical, particularly RENXT and Luminate Online, as well as working knowledge of Excel, and familiarity with Omatic, NetSuite and QGiv is a plus
- Knowledge of data management, data integrity best practices, and troubleshooting techniques.
- Strong analytical and problem-solving skills, with the ability to diagnose and resolve system issues.
- Ability to work independently, set priorities, manage multiple projects, and meet deadlines.
- Exemplary written and oral communication skills.
- Incredible attention to detail and commitment to data security and confidentiality.
- Ability to work effectively both independently and in a team environment.
- Excellent interpersonal skills to engage and collaborate with diverse stakeholders at all levels.
- Analytical mindset with the ability to interpret data, identify trends, and make data-driven recommendations.

### **SALARY AND BENEFITS:**

- Starting Salary Range: \$78,000 - \$83,000. Annual salary based on background and experience.
- American Parkinson Disease Association also provides an attractive benefits package that includes medical, dental and vision insurance, retirement plan, and generous paid time off in addition to standard holidays.
  - Medical, Dental and Vision on the first day of the month after start date.
  - 401K - Eligible Employees become members on the 1<sup>st</sup> day of the month on or after age 21 and completion of 3 months of employment (no company match).
  - Life Insurance – Eligible Employees become members on the 1st day of the month on or after age 21 and completion of 3 months of Employment Service.
  - Pension Eligible Employees become members on the 1<sup>st</sup> day of the month on or after age 21 and completion of 1 year of Employment Service and fully vested after five years of service.
  - HSA & FSA spending accounts available.
  - Paid time off in addition to standard holidays.

Have we described a role that you have been seeking, along with a set of skills you possess? If so, we'd like to hear from you! **Please email your COVER LETTER and RESUME to [Michelle\\_Kolev@ajg.com](mailto:Michelle_Kolev@ajg.com)**

We're Operations Inc., a Human Resources Outsourcing and Consulting firm. Since 2001, Operations, Inc. has been supporting a base of over 1,400 clients with their diverse and evolving HR needs.

*American Parkinson Disease Association (APDA) provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, APDA complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training. APDA expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of APDA's employees to perform their job duties may result in discipline up to and including discharge. APDA will provide reasonable accommodations for qualified individuals with disabilities.*