

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 hybrid based, full-time, non-exempt, salaried position. The CRM Data Operations Specialist is a member of National Headquarters staff and supports the day-to-day work of the Development Department. This role 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. The CRM Data Operations Specialist 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.

### **ABOUT APDA**

The American Parkinson Disease Association (APDA) is a nationwide grassroots network dedicated to fighting Parkinson's disease (PD) and works tirelessly to help the approximately one million with PD in the United States live life to the fullest in the face of this chronic, neurological disorder. Founded in 1961, APDA has raised and invested more than \$338 million to provide outstanding patient services and educational programs, elevate public awareness about the disease, and support research designed to unlock the mysteries of PD and ultimately put an end to this disease.

### **OUR CORE VALUES**

- **COMMITMENT:** Compassionately provide high quality service and support.
- **RESPECT:** Foster a diverse, equitable, inclusive, and accessible culture.
- **COLLABORATION:** Establish meaningful relationships to build strong, supportive communities.
- **INTEGRITY:** Act ethically with honesty, transparency, and accuracy.
- **ACCOUNTABILITY:** Responsibly steward our actions, outcomes, and resources.

### **KEY RESPONSIBILITIES**

- Complete daily CRM workflows, imports, exports, global changes, record updates, gift and constituent data processes, exception resolution and recurring deliverables.
- Apply approved coding structures, appeal/source rules, naming conventions, suppression practices, user permissions, record protocols, data privacy standards and reconciliation support.

- Produce accurate, documented and repeatable queries, reports, dashboards, mailing lists, segmentation files and routine operational analysis for Development and partner teams.
- 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.
- Training and documentation: Serve as a CRM resource for staff questions, practical troubleshooting, refresher training, job aids, SOPs and adoption of shared data standards.
- Create and maintain documentation for processes, system configurations, and user guides.

## **POSITION REQUIREMENTS**

- 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, 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.

## **CORE COMPETENCIES**

- Strategic and entrepreneurial mindset, Relationship builder and strong communicator, Skilled negotiator and closer, Mission-driven, with sensitivity to healthcare and patient advocacy dynamics, Cross-functional collaborator.

## **WORKING CONDITIONS**

This is a remote position; however, travel is required. At least 25% travel, higher during peak event seasons, and irregular hours including evening or weekend meetings or events as needed. Ability to stand, sit, feel, crawl, bend, reach; occasional need to lift or move up to 25 pounds. Valid driver's license and ability to operate a motor vehicle in accordance with company policy.

## **COMPENSATION 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 1<sup>st</sup> 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, RESUME and reference contact information to:  
Lauren\_booth@ajg.com**