



## Job Posting

Ronald McDonald House Charities of Oregon & SW Washington (RMHC) is seeking a dynamic and compassionate leader to join our growing team in the new role of **CRM Manager**.

In 2019 RMHC will grow dramatically to serve more seriously ill children and families than ever before - supporting 79 seriously ill children and families every night at our 4 beautiful Ronald McDonald Houses in Portland, Bend and Springfield and reaching thousands of hospitalized children with our 4 in-hospital Hospitality Cart Programs at Randall, Doernbecher, Salem Health and St. Charles.

To support and sustain our compassionate hospitality for thousands of seriously ill children and families, our CRM Manager will own and manage CRM systems to allow us to more deeply engage and grow the support of our existing donor base. In addition, they will provide oversight and systems management for the integration of all software tools across the statewide organization, including consistent performance analysis and reporting. In 2019, we are looking for a rock star to lead a significant project to re-launch of our CRM tool (Salsa CRM) for our growing Development and Communications team.

**This is a regular, benefited, full-time, exempt position working Monday through Friday.** Weekend and evenings will be required, as necessary. This position reports to the Chief Operating Officer and will be based in Portland, working between our East House at 2620 N. Commercial Avenue and our South Waterfront House at 3410 SW Bond Street.

Compensation: \$65,000-\$75,000 per year, with full benefits.

### About You:

- You are skilled in business analysis and planning, project management, and data management and analysis.
- You love translating technology and data solutions for staff to allow the organization to meet its business objectives.
- You are creative and collaborative and driven by a desire to reach new heights year after year by continually evolving and growing both personally and professionally
- You are organized and grounded in process with the ability to both "work a plan" and pivot as needed to achieve measurable goals and outcomes.
- You are looking to work with our amazing Oregon team and for an organization that was voted on of Oregon's Top 100 nonprofits to work for in Oregon

### About Us:

- Ronald McDonald House Charities of Oregon and SW Washington provides a "home away from home" for families with seriously ill children, and supports initiatives to improve pediatric health.
- Our independent statewide chapter is 34 years old and in 2019 will be operating four Ronald McDonald Houses where 79 pediatric patients and their families will stay for free and supported by specialized programs and care. For more information on our mission, history and programs, please visit [www.RMHCOregon.org](http://www.RMHCOregon.org)
- Join our passionate, fun-loving team as we strive together to provide a much needed service to families from all over the world who come stay at our houses.
- We offer a competitive compensation and benefit package, including generous paid time off, flexible schedules, sabbatical program, paid time to volunteer in the community, and employer retirement contribution through an IRA.
- In 2018, we were inducted into the Hall of Fame for being a Top 100 nonprofit to work for 10 years in a row!

### **Primary Duties and Responsibilities**

- Establish and manage efficient data operations of the Development & Communications department, including existing database effectiveness, process execution and improvement (especially around statewide donor engagement strategies, event support, marketing campaigns, and direct mail).
- Evaluate potential software solutions, including off-the-shelf and open source components, and the system architecture to ensure that they meet business requirements.
- Collaborate with various teams to translate business requirements into technical solutions.
- Performs advanced campaign and results reporting and associated analytics.
- Serves as primary resource on the team for reports, data extraction, segmentation, forecasting, and donor/giving status to support continual adaptation and improvement of fundraising strategy.
- Analyze, define and validate key business requirements, problems and primary objectives of new projects.
- Responsible for on-going data maintenance and linkages with associated volunteer, accounting and guest management databases.
- Improves the content and structure of the CRM on a regular basis, addressing pressing needs quickly.
- Lead cross-functional business process re-engineering teams and continuous improvement efforts.
- Project management responsibility for software systems implementation. Implement a comprehensive management plan for each project and hold regular stakeholder meetings to keep all interested parties updated in project progress
- Lead liaison between Development and Finance, overseeing all process and reporting on the Development side to ensure data syncing with accounting system.
- Provides oversight of donor and gift acknowledgment process and protocols



- Creates, documents, and implements business processes and policies that maximize the efficiency of database operations.
- Create and maintain organizational policy and procedures to ensure communication and compliance across the organization.
- Create direct channels of communication to software and application developers
- Stay abreast of data integrity best practices, methods, and technology tools
- Help implement and train users on best practices for the CRM platform.

**Skills Required:**

- Computer proficiency, including internet, email, Excel, Word and PowerPoint
- Strong attention to detail, including a high degree of accuracy
- Ability to work well under pressure, meeting multiple and sometimes conflicting deadlines and demonstrating good time management skills
- Ability to take direction well, both verbal and written
- Ability to maintain confidentiality of donor information
- Excellent communication skills, both verbal and written, including the abilities to proof-read and edit
- Problem solving and analytical skills
- Use of web-based tools for communication and research
- Project Management
- Technical skill in managing data, database and other software systems
- Understanding of systems engineering concepts
- The ability to conduct cost/benefit analysis
- Business case development
- Modeling techniques and methods
- Ability to work under limited supervision, both independently and as a team member.

**Supervisory Responsibilities:** May provide oversight of volunteers.

**Education Requirements:**

Bachelor's degree in information science, computer science, business or related field

**Experience Required:**

Minimum 3 years experience in business analysis, project management, development services leadership or similar role

Non-profit experience working with an understanding of development, event management, donor relations functions or exceptional experience in business analytical technique demonstrating strength in driving projects to completion, ability to iterate through requirements gathering and user testing phases,

**Work Environment:**



Most work is conducted in an office environment. Must be able to sit for long periods of time. Work at fundraising events may be indoors or outdoors, possibly in hot or wet weather. In conjunction with certain events, employee will be required to lift packages (up to 40 pounds) and stand for long periods of time.

**To apply, send a cover letter and resume to [crmmanager@rmhcoregon.org](mailto:crmmanager@rmhcoregon.org) . attention: Eric Brown**

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*The Ronald McDonald House Charities of Oregon and SW Washington is an Equal Opportunity Employer. We encourage all qualified individuals to apply for positions regardless of race, color, religion, sex, sexual orientation, national origin, age, disability, or any other legally protected status.*

