



CRM Support Specialist Position Description

Location: Irvine, CA
Department: Development
Reports to: Data Support Manager
Status: Full-Time (40 hours), Non-Exempt, Hourly (On-Site); \$28.92 - \$32.33/hour (DOE)
Benefits: We offer excellent Benefit Plans including incremental PTO Plan; 15 + Paid Holidays plus a Birthday Floating Holiday. 403b retirement plan with a match. Medical & Dental insurance plans with majority paid by employer. Life Insurance plan and Employee Assistance Program paid by employer.

Would you like to go to work knowing that every day you'll be making a real difference in the lives of at-risk people in your community? At Second Harvest Food Bank that's exactly what you'll be doing. Every moment of your workday will directly impact our mission to provide food for those who need it, when they need it. **Come join our upbeat, collaborative team who are improving lives every day by taking hunger off the table.**

About Second Harvest Food Bank of Orange County

Second Harvest Food Bank's (SHFB) Vision: An Orange County with food and nutritional security for all. Our Mission: In collaboration with our partners, we provide dignified, equitable and consistent access to nutritious food, creating a foundation for community health. Since 1983 we have been a source of food security to all members of our community when they need our help.

POSITION DESCRIPTION

Working with the Data Support Manager, the CRM Support Specialist is responsible for entry, reporting of revenue, donor data, and contributing to the Development Department team's efficiency. All work is expected to be completed in conjunction with the organization's core values: Integrity & Accountability, People First, Compassion, Purpose Driven, and Stewardship.

ESSENTIAL JOB FUNCTIONS

Contribute to achieving Development Department revenue goals through data support

- **Data Processing 50%**
 - Work with the Accounting Department to review and assess donation data to ensure proper coding, organization, and preparation for data input
 - Manage and access various online portals to download donation data
 - Ensure all data being entered is accurate, formatted properly with the utmost attention to detail
 - Input donation data into our CRM system manually and through import of excel files
 - Prepare and print data entry accuracy reports for verification
 - Generate and send receipt, acknowledgement, thank you, and year-end tax letters via USPS and email
- **Data Support 40%**
 - Export data from the system to process, organize and structure it into reports
 - Provide mailing lists to the Marketing and Public Relations Department for donor engagement
 - Provide reports to the Development Team for constituent outreach and stewardship
 - Provide reports that help advance and track Development fundraising progress
- **Database Maintenance 5%**
 - Run regular maintenance checks on existing data to ensure data systems are consistent and working as intended
 - Review donor accounts and carefully assess which need to be merged
 - Execute data integrity procedures
- **Leadership and Growth 5%**
 - Participate in self-growth through professional development
 - Be mindful and assess your duties and role within the team and organization to create efficiencies and offer improvements to your functions and processes



OTHER DUTIES INCLUDE

- Meet organizational deadlines and follow through with activities that impact other departments
- Execute other duties as assigned

REQUIREMENTS

- Bachelor's Degree or 2-3 years equivalent job experience
- Experience with job functions of the position a strong plus
- Flexibility to work weekends and evenings on occasion for job-related events

QUALIFICATIONS

- Abilities
 - Ability to adapt to changes of routine and pace of activity due to unpredictable demands without loss of efficiency or composure
 - Ability to manage projects under pressure, balance competing priorities, and meet deadlines
 - Ability to analyze information from many sources and create viable solutions to problems
 - Ability to follow written or verbal instructions
 - Ability to use Microsoft Office applications and donor CRM systems
 - Proficient in the English language
- People Skills Expectations
 - Dedication to developing excellent relationships with colleagues and external constituents
 - Speak confidently and enthusiastically in small and large public settings
 - Comfortable interacting with high-level constituents with tact and composure
- Work Habits and Professionalism Expectations
 - Handle sensitive and confidential information appropriately and with discretion
 - Receive direction and constructive criticism and be coachable
 - Work independently and move projects forward with minimal supervision
 - Follow-through and complete projects and tasks in a timely manner

PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS

- Regularly required to stand, walk, reach, and use hands
- Extended periods of sitting while working on computer
- Occasionally required to stoop, kneel, and crouch
- Indoor office and warehouse environment with moderate noise at food bank location
- Lifting required for event set up (20-25 lbs.)

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed above are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Second Harvest Food Bank of Orange County, Inc is an Equal Opportunity Employer.