CRM Coordinator
Kirkland, WA

Rescue:Freedom is on a mission to end slavery around the world. Through our Local Partners, we rescue and restore women and children who are suffering in sexual slavery. We believe that with your help, we can stop the cycle of exploitation and create freedom for all. We believe that every man, woman, and child trapped in slavery should be free. Every day we fight against the injustice of sexual slavery and amplify the voices of people whose stories need to be told. One life at a time, we are setting people free. We are ending slavery.

We live at the intersection of leading edge non-profits, best in class entrepreneurs and organizational thought leaders. Our culture values integrity, innovation, and performance. We feel a key to our growth and impact is the great people we employ and we work to keep our team something that people want to be part of for a long time.

The CRM Coordinator will be responsible for the daily management of the Engagement CRM system, the collection and analysis of donor data in partnership with the Engagement Systems Manager (ESM) and the identification, implementation and maintenance of improved systems and processes that create a dynamic journey for our supporters. The engagement systems you will support and maintain will include the connection between our CRM and email marketing platforms, thanking and receipting, data management and reporting, policy and procedure development, and stewardship planning. You will support the ESM in maintaining and continuously improving our Engagement systems so that we are equipped internally to serve our donors externally.

Our ultimate goal as a department is to improve and maintain strong relationships with our current donors while we continuously seek strategic, data-driven ways to acquire new supporters. In order to do this well, it requires continuous evolution of our CRM system and processes as well as the maintenance of the integrity of our donor data. We want to develop a community of life-long loyalists that give generously because they have a deep connection to Rescue: Freedom, and reliable donor data, analysis, systems and processes is key to our success. You will be responsible for managing and improving these systems and processes in partnership with the ESM. You will report directly to the ESM and support all engagement, donor and system related needs.

Responsibilities:

- Report to the ESM and support all engagement-related needs including daily and weekly reports of progress and donor data.
- Develop mastery of supporter relations database to collect, manage, and analyze donor giving data to measure the effectiveness of ongoing and new engagement programs.
- Administer the CRM data entry process, including entering and validating donor data, contacts, activities, opportunities, experience and other donor information.
- Perform daily data audits in the CRM system to ensure data accuracy, taking additional research steps as needed.
- Manage all aspects of data to support the Engagement and Comms teams, including routine reporting, researching, deduplication, cleansing of data and beyond.
- Monitor inbound and outbound CRM integrations and maintain the data integrity across all marketing technology systems in partnership with the Comms team.
- Resolve donor account questions, issues, and lapses over email and phone.
- Support the donor gift process by pulling donor data lists, cleaning lists, fulfilling gifts, and executing shipment and tracking gifts sent in the CRM.
- Support the ESM to coordinate first time donor reporting and thank you cards in partnership with our key volunteers.
- Support the ESM to understand data and reporting requirements that support strategic initiatives across all departments.
- Perform regular analyses of the CRM system issues and resolve these in partnership with all stakeholders (Finance, Comms, etc).
- Develop, implement and maintain data quality processes, training, and standard operating procedures.
- Support the ESM by researching and identifying partnership opportunities to continually innovate the CRM system and Engagement efforts at large.
- Manage the CRM vendor relationship, including seeking guidance on system enhancements and troubleshooting system issues.
- Provide direct input into the existing user tools and make recommendations for improvements based on your everyday experience.
- Support the ESM in several additional key areas such as identifying, planning and executing donor experiences, donor communications, donor retention efforts, donor acquisition efforts, daily/monthly/quarterly/annual reporting, receipt processing, volunteer management, donor feedback tactics and donor success story collection.
- Be the first to raise your hand to support all engagement-related needs - including any outside the scope of your role. This would include supporting small events through pop-up tables and speaking opportunities, participating in all King County engagement needs and supporting the Events Manager at any major fundraising events.
- Perform other duties as assigned.

**Competencies:**

1. Bachelor’s or Master’s Degree preferred.
2. Organizational skills and expertise in using Google Suite and/or Microsoft Office.
3. Self-motivation and discipline to regularly set and achieve goals.
4. Ability to plan and manage work under time constraints.
5. Ability to maintain a high-level of poise and professionalism in all circumstances.
6. Exceptional verbal and written communication skills.
7. Familiarity with CRM software systems such as Salesforce, Kindful, Microsoft Dynamics. (Desired)
8. Proven experience in data analysis, trend identification, etc. (Desired)
9. Proven experience in customer service. (Desired)
10. Experience with Tableau and Google Sheets. (Desired)
11. Recognize, understand, and agree to live by the moral and ethical standards of Rescue:Freedom International as a faith-based organization committed to Christian principles and practice.
We need sharp, hard-working people who understand the ethos behind a start-up and are willing and excited to be a part of everything that goes along with it. Keep in mind that Rescue:Freedom International is a newer organization and at times, everybody does a little bit of everything.

While we thank all applicants for their interest, only shortlisted applicants will be contacted. Thank you for your interest in Rescue:Freedom International.