



Organization: United Way of the Midlands
Job Title: CRM Specialist
Department: IT/OPS
FLSA Status: Full Time, Exempt
Location: Omaha, NE (Onsite)

UWM's Mission: To UNITE our community's CARING SPIRIT to build a STRONGER tomorrow.

UWM Guiding Principles:

- Build **TRUST** in everything we do
- Extend **GRACE** by thinking beyond yourself
- Show **GRIT** by bringing it every day
- Be **OPEN** to embrace others' differences
- Actively **ENGAGE** by listening and sharing
- Live **CURIOSLY** to learn constantly

As an organization that has been around for 100 years, United Way of the Midlands (UWM) has maintained a long-standing commitment to addressing social injustice by serving the underserved and partnering with other organizations that are striving to create a more equitable community. We are diligently working to learn more about the experiences of different communities and to strive for inclusivity and equity so individuals and families can lead the best lives possible.

The United Way of the Midlands is looking for a **CRM Specialist**, an individual who will coordinate and manage database activities to ensure the performance, operation, and stability of database systems. This includes database administrative duties such as analysis and maintenance of CRM data, creation of statistical reports, and performance of Database Mining Operations (DMO).

Duties and Responsibilities:

- Understand the various Customer Relationship Management (CRM) tools to create, analyze, and implement reports for external and internal customers.
- Managing data sets, including creation, updates, and deletion.
- Build professional relationships with the technical staff of our Corporate Partners.
- Attend and present information for internal and external constituents.
- Process confidential data and information according to guidelines.
- Support the data warehouse in identifying and revising reporting requirements.
- Support initiatives for data integrity and normalization.
- Generate reports from single or multiple systems.
- Troubleshoot the reporting database environment and reports.
- Train end-users on new reports and dashboards.
- Provide technical expertise in data storage structures, data mining, and data cleansing.
- Strive to be the Subject-Matter-Expert (SME) on the CRM systems and consult with others as needed to answer questions, navigate the system, and provide business intelligence.
- Document procedures and training on the CRM tools and provide training as needed to the organization.
- Provide functional and technical support to ensure data integrity, and follow data standards.
- Manage data exporting and importing across all database systems.
- Prepare documentation of all data procedures and guidelines.
- Respond to data requests in a timely manner.

- Work as part of a team across departmental lines.
- Prepare database reports for managers/users as needed.
- Provide administrative, campaign processing support, and quality audits for the Customer Relationship Management system (Andar). This includes providing administrative support, Campaign Processing support, e.g. receipt, audit, data entry, proof, and close. Assist in process improvement projects related to campaign processing.
- As needed, document, maintain, and train procedures for online campaign processing with the Donor Engagement team.
- Other duties as assigned.

Required Skills and Abilities:

- English proficiency sufficient for communication with supervisors, co-workers, and stakeholders.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, customers, and the general public.
- Strong knowledge of CRM Database software; MS Excel, and MS Word.
- Ability to relate effectively to a wide range of people from all economic, racial, age, ethnic, religious, and social groups, etc.
- High level of confidentiality, and capacity to work independently.
- Must have strong oral and written communication skills with excellent attention to detail.
- Must be able to execute and accomplish immediate deliverables on short notice.
- Must be highly organized with strong time management, prioritization and multi-tasking skills.
- Must be a great teammate that cares deeply about the overall success of UWM.
- Must be able to set and meet deadlines.
- Must be a self-starter with a strong desire to learn.
- Experience with SQL or ETL processes a plus.
- Ability to work some nights & weekends when needed. Be productive when working from home.

Supervisory Responsibilities:

- This job has no supervisory responsibilities.

Education and/or Experience:

- Bachelor's degree from a four-year College or University in Information Systems, Finance or a related field
- 4+ years of related experience with data analysis

Certificates, Licenses, Registrations:

None

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Regularly reach with hands and arms and talk or hear.
- Occasionally required to walk; climb or balance and stoop, kneel, crouch, or crawl.
- Must occasionally lift and/or move up to 30 pounds.
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
- The noise level in the work environment is usually moderate.

Benefits:

- Shared health, dental and vision insurance
- Generous 401(k) Retirement plan
- Paid vacation and sick time
- Employer paid life and disability insurance
- Professional development assistance
- Tuition reimbursement
- Onsite cafeteria and gym

How to Apply:

Please submit your cover letter and resume to resume@UWMidlands.org

United Way of the Midlands is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.