The Constituent Relationship Manager is responsible for managing The Peregrine Fund’s Customer Relationship Management (CRM) database, including implementation of best practices and procedures, and solutions for data integrity, hygiene, accuracy, and reporting.

ESSENTIAL FUNCTIONS
This position works closely with the Vice President of Development and development team for data management duties. The Constituent Relationship Manager’s responsibilities include but are not limited to: maintaining, configuring, and performing capacity planning for the organization’s constituent relationship management database software.

RESPONSIBILITIES AND SCOPE
- This position will be the primary person responsible for shaping the design and customization of the CRM for optimal fundraising and communication results.
- Enter all gift information into the database, process and mail acknowledgement letters and tax receipts.
- Process membership benefits fulfillment in CRM.
● Conduct database analyses, segmentation of data, build queries and manage duplicates in CRM interfaces.
● Generate all analytical reports and mailing/donor recognition lists.
● Record and track communications, engagement activities and constituent-specific campaigns.
● Conduct database audits on a regular basis.
● Manage and maintain data tracking and move management for donors and prospects.
● Review and update CRM Processes and Procedures Guide on a regular basis covering policies, procedures, standards, and templates for the effective use of CRM.
● Create and maintain donation forms.
● Recommend solutions for data clean-up and ensure data accuracy.
● Participate in Raiser’s Edge training through Blackbaud University.
● Train staff members in CRM as needed.
● Perform other related duties as assigned.

MINIMUM QUALIFICATIONS
● Minimum of 3 years of experience in fundraising database management or database administration required.
● Strong work ethic, sense of urgency, attention to detail, and ability to think independently under deadlines.
● Excellent interpersonal and communication skills.
● Ability to interface with individuals at every level of the organization, internally and externally.
● Strong initiative, self-motivation and integrity.
● Collaborative team player with a desire to build new policies and procedures to help the organization.
● Proficient use of MS office, Google Drive, and Adobe.

PREFERRED QUALIFICATIONS
● 5 or more years experience in fundraising database management or administration.
● Experience with Raiser’s Edge and NXT.
● Experience working for a large non-profit.

WORKING CONDITIONS
● Some weekend and evening work required along with light domestic travel.
● Monday-Friday, regular working hours with some flexibility

COMPENSATION
● Annual Salary of $55,000-$58,000.

TO APPLY
Send via email a single file attachment (PDF preferred) including a cover letter, resume, and contact information for 3 references to: employment@peregrinefund.org. Please name the file “LastName_FirstName_Constituent_Relationship_Manager” and include the job title you are applying for in the subject line.